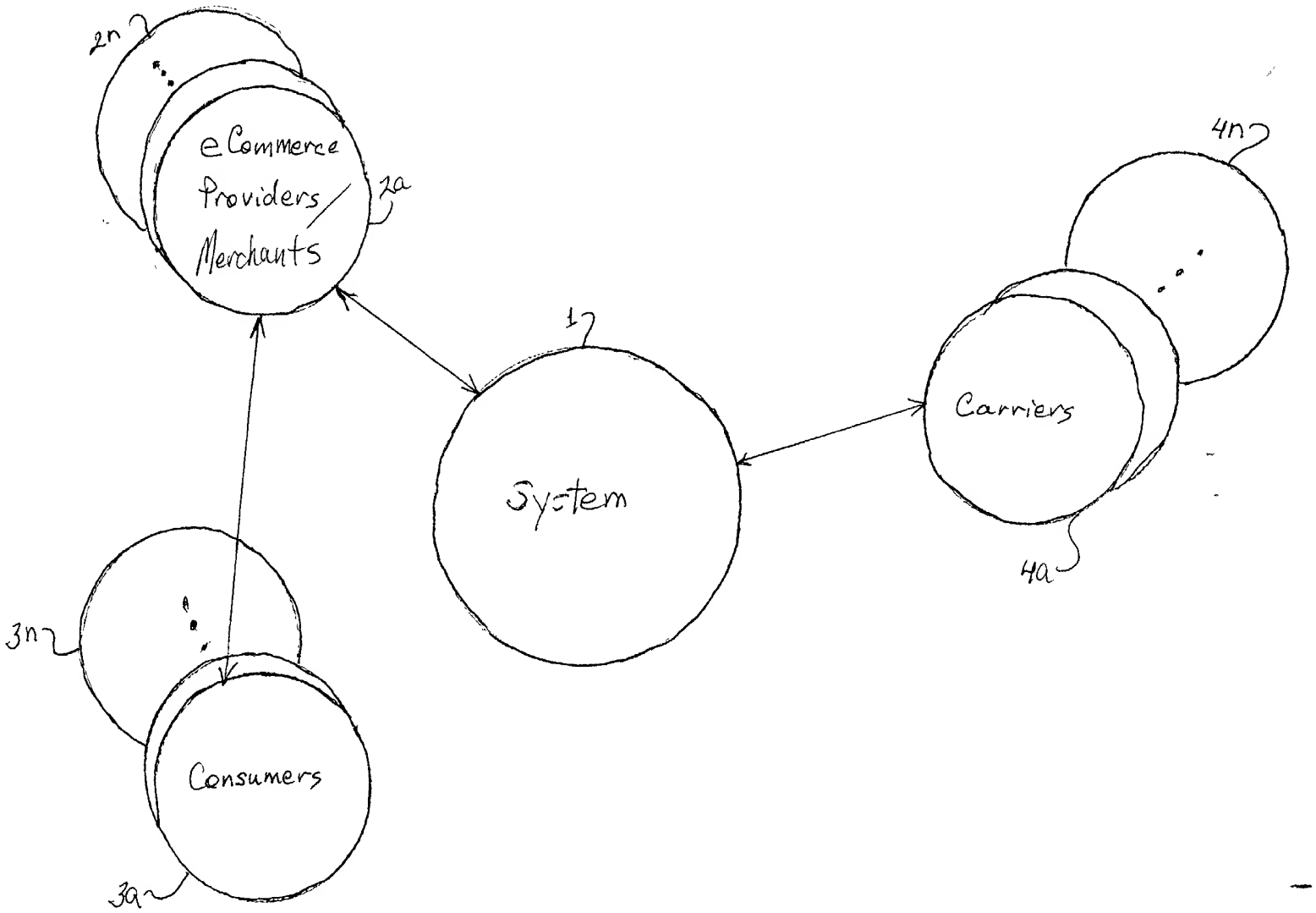
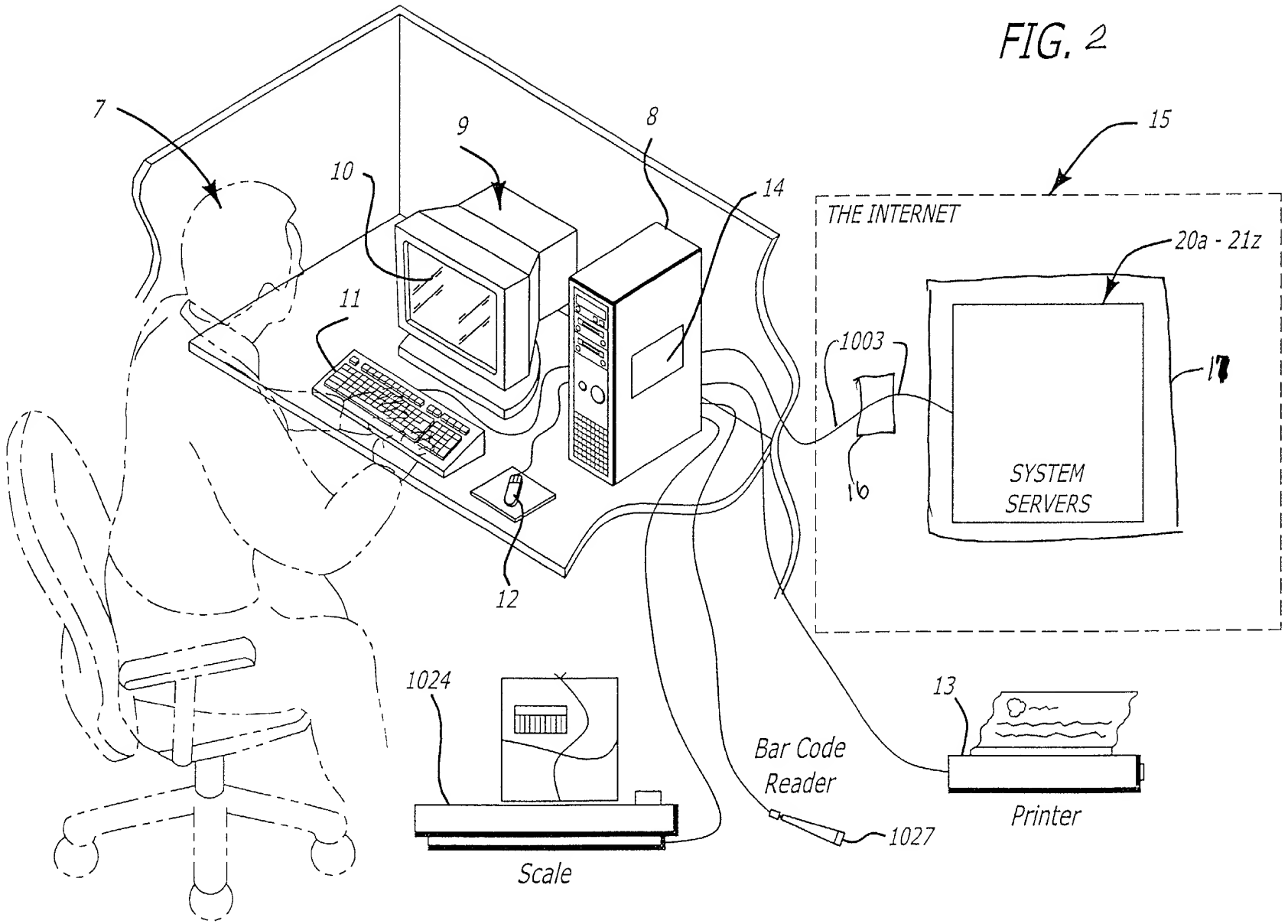

2n
eCommerce
Providers/
Merchants
2a
1
System
4n
Carriers
4a
3n
Consumers
3a

FIG. 1

FIG. 2


7
9
8
10
14
15
THE INTERNET
20a - 21z
11
1003
17
16
SYSTEM SERVERS
12
1024
13
Bar Code Reader
1027
Printer
Scale

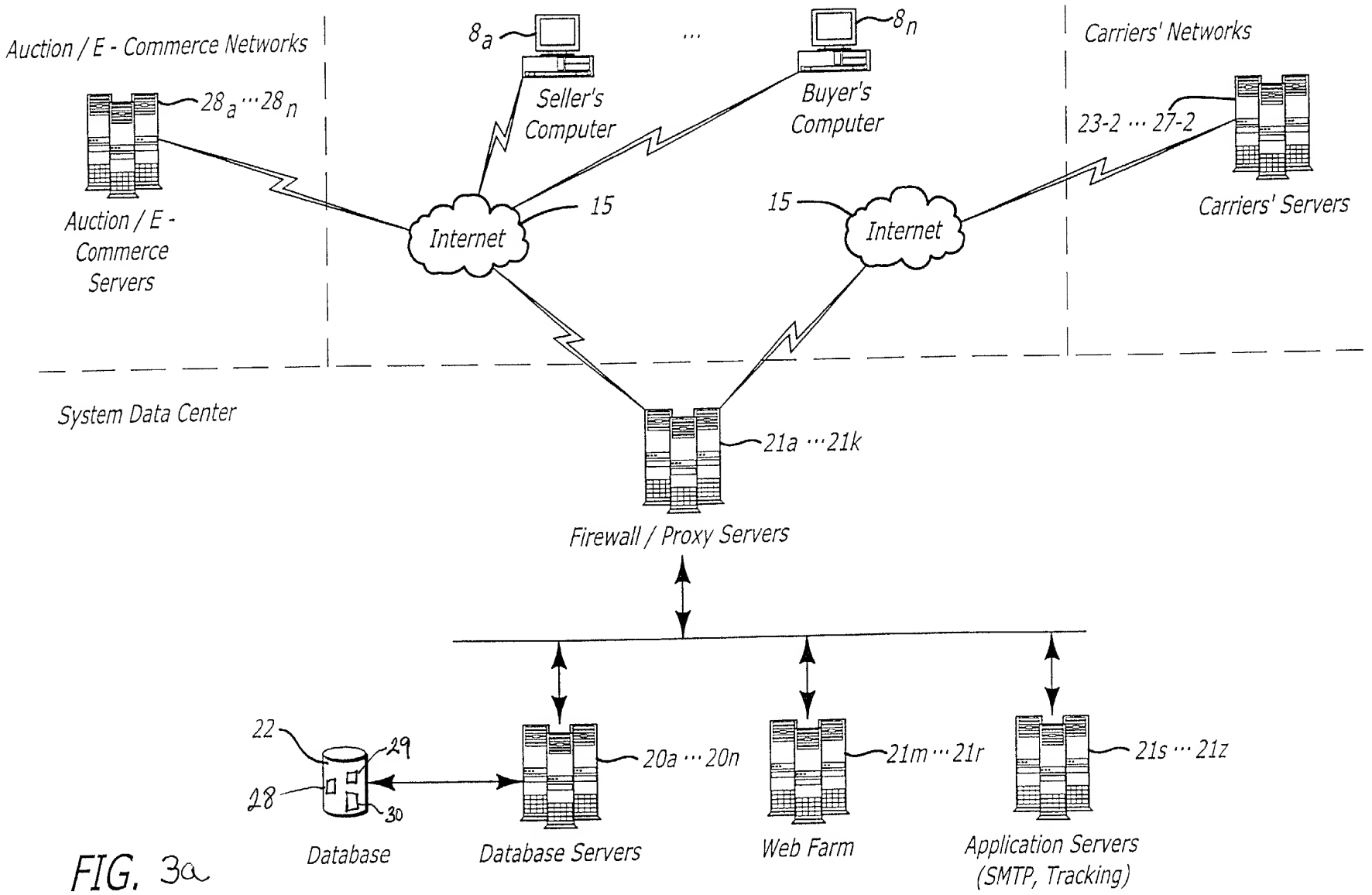

Auction / E - Commerce Networks
8a
8n
Carriers' Networks
28a ··· 28n
Seller's Computer
Buyer's Computer
23-2 ··· 27-2
Auction / E - Commerce Servers
Internet
15
15
Internet
Carriers' Servers
System Data Center
21a ··· 21k
Firewall / Proxy Servers
22
29
18
30
20a ··· 20n
21m ··· 21r
21s ··· 21z
Database
Database Servers
Web Farm
Application Servers (SMTP, Tracking)

FIG. 3a

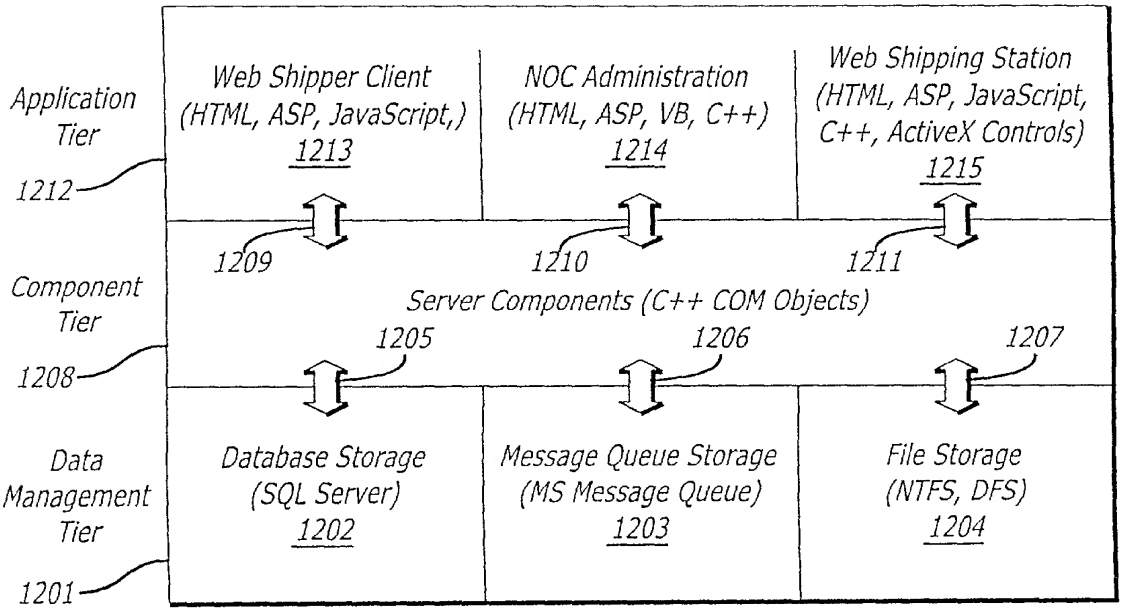

Application Tier
1212
Web Shipper Client (HTML, ASP, JavaScript,)
1213
NOC Administration (HTML, ASP, VB, C++)
1214
Web Shipping Station (HTML, ASP, JavaScript, C++, ActiveX Controls)
1215
1209
1210
1211
Component Tier
1208
Server Components (C++ COM Objects)
1205
1206
1207
Data Management Tier
1201
Database Storage (SQL Server)
1202
Message Queue Storage (MS Message Queue)
1203
File Storage (NTFS, DFS)
1204

FIG. 3b

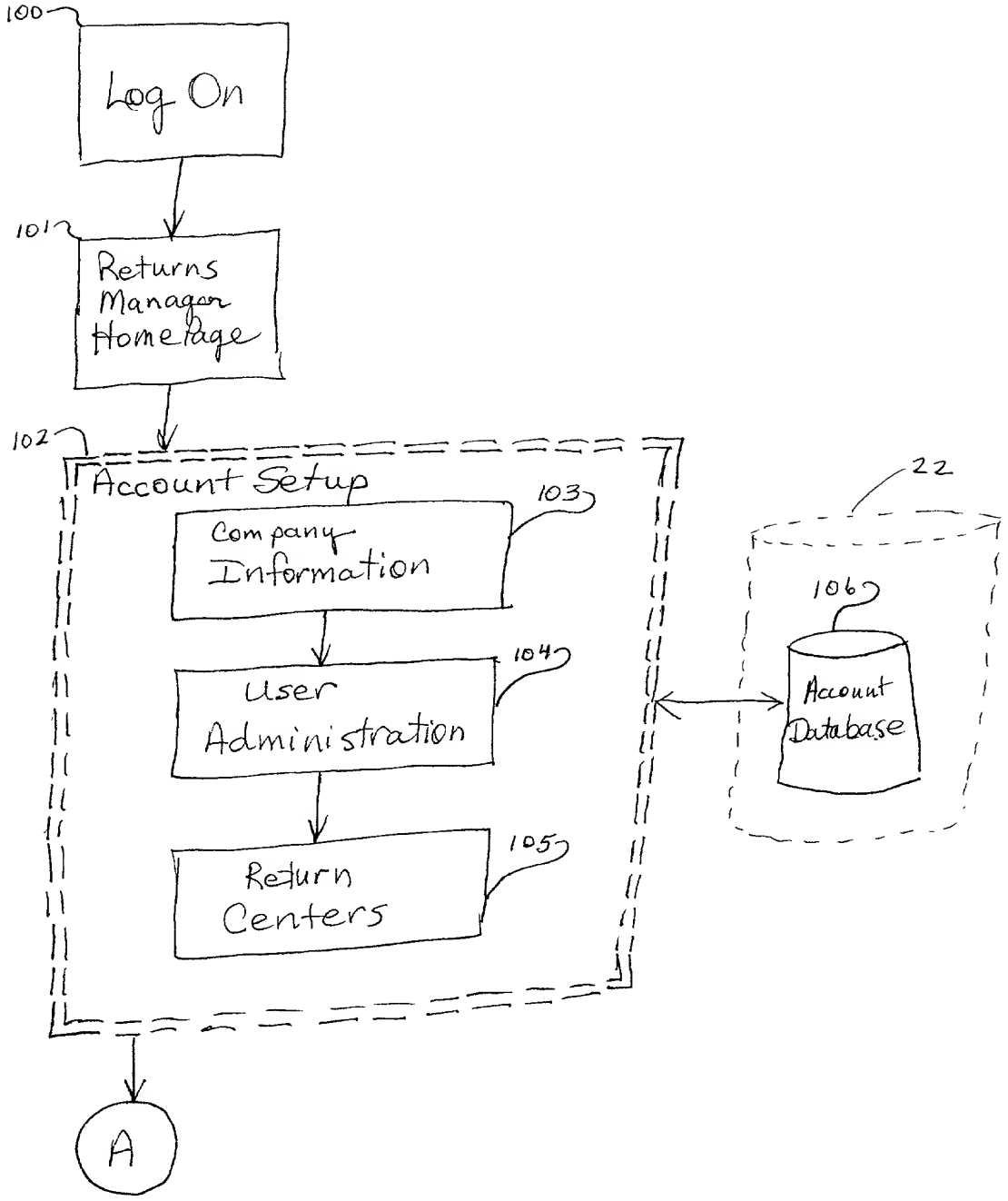

100
Log On
101
Returns Manager Homepage
102
Account Setup
103
Company Information
104
User Administration
105
Return Centers
22
106
Account Database
A

FIG. 4a

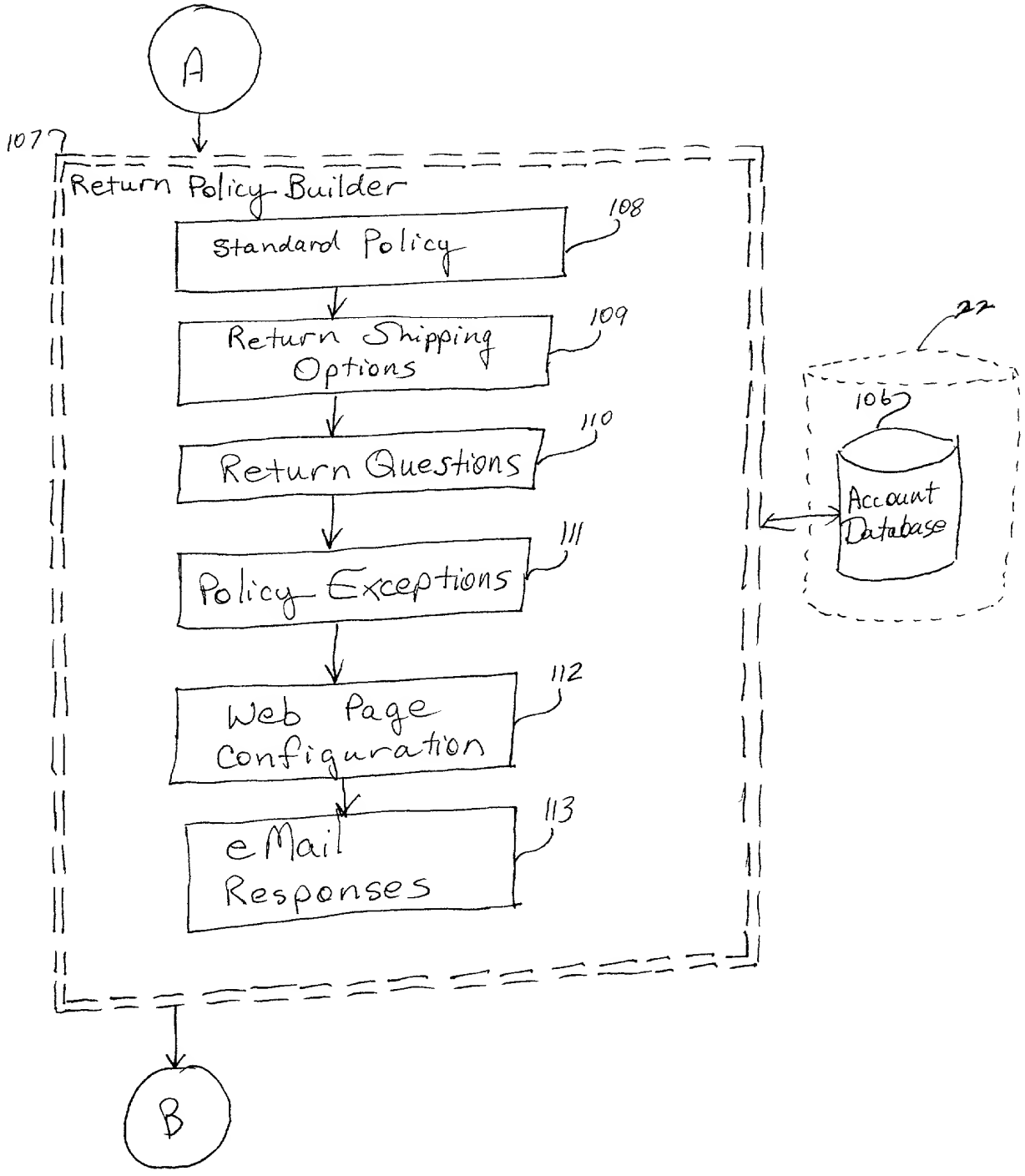

A
107
Return Policy Builder
Standard Policy
108
Return Shipping Options
109
Return Questions
110
Policy Exceptions
111
Web Page Configuration
112
eMail Responses
113
22
106
Account Database
B

FIG. 4b

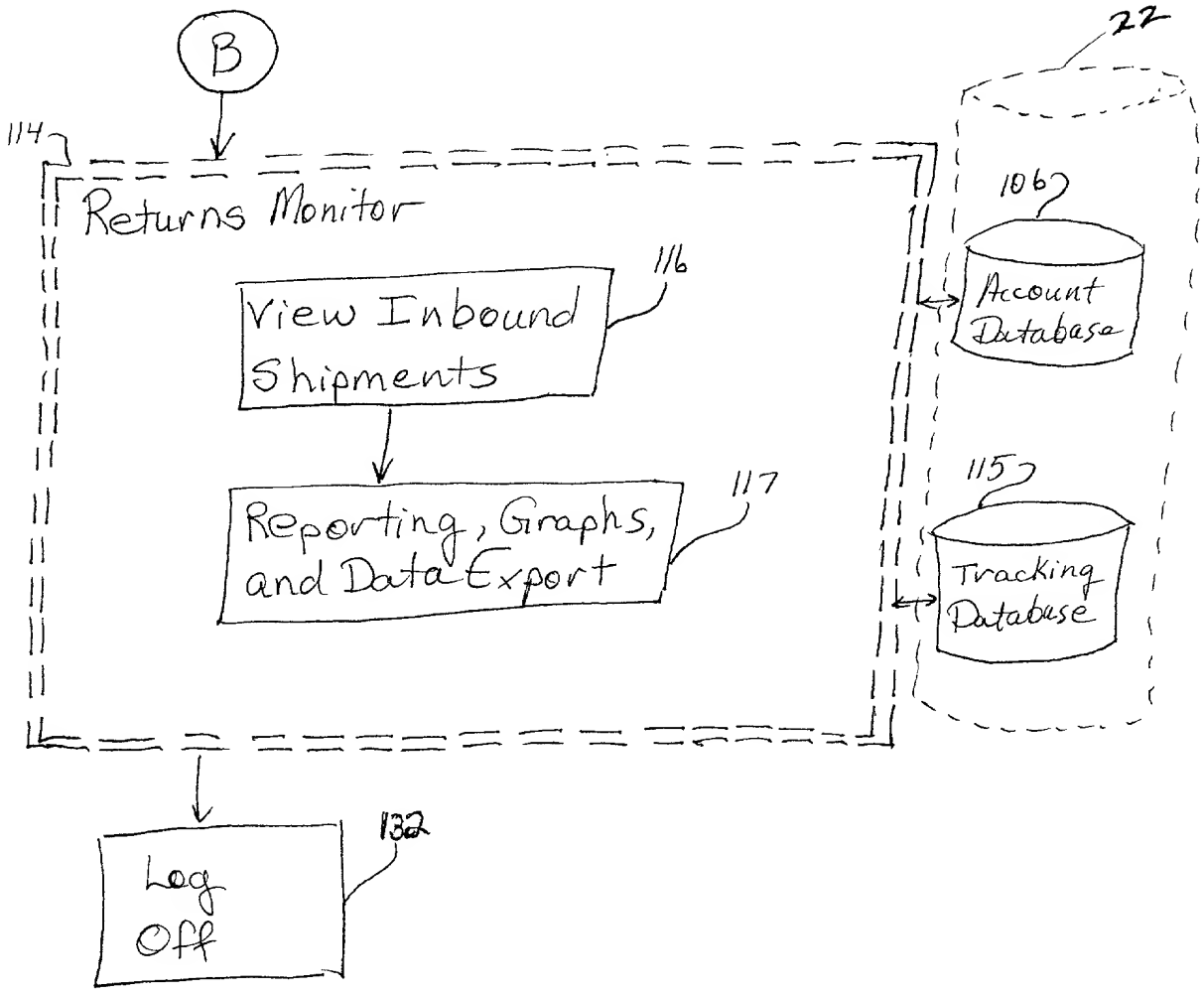
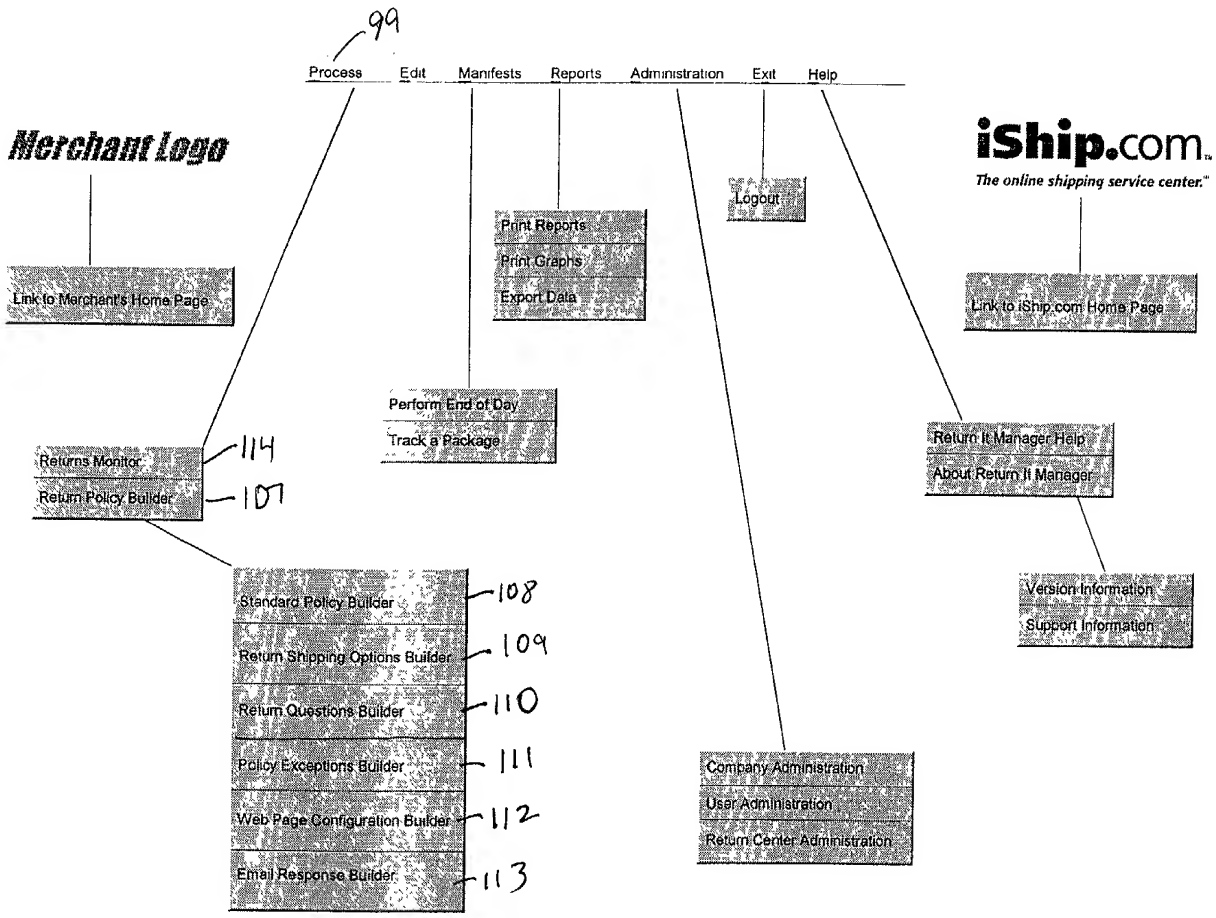

B
114
Returns Monitor
View Inbound Shipments
116
Reporting, Graphs, and Data Export
117
Log Off
132
22
106
Account Database
115
Tracking Database

FIG. 4c



Returns Manager Menu Structure

FIG. 5a

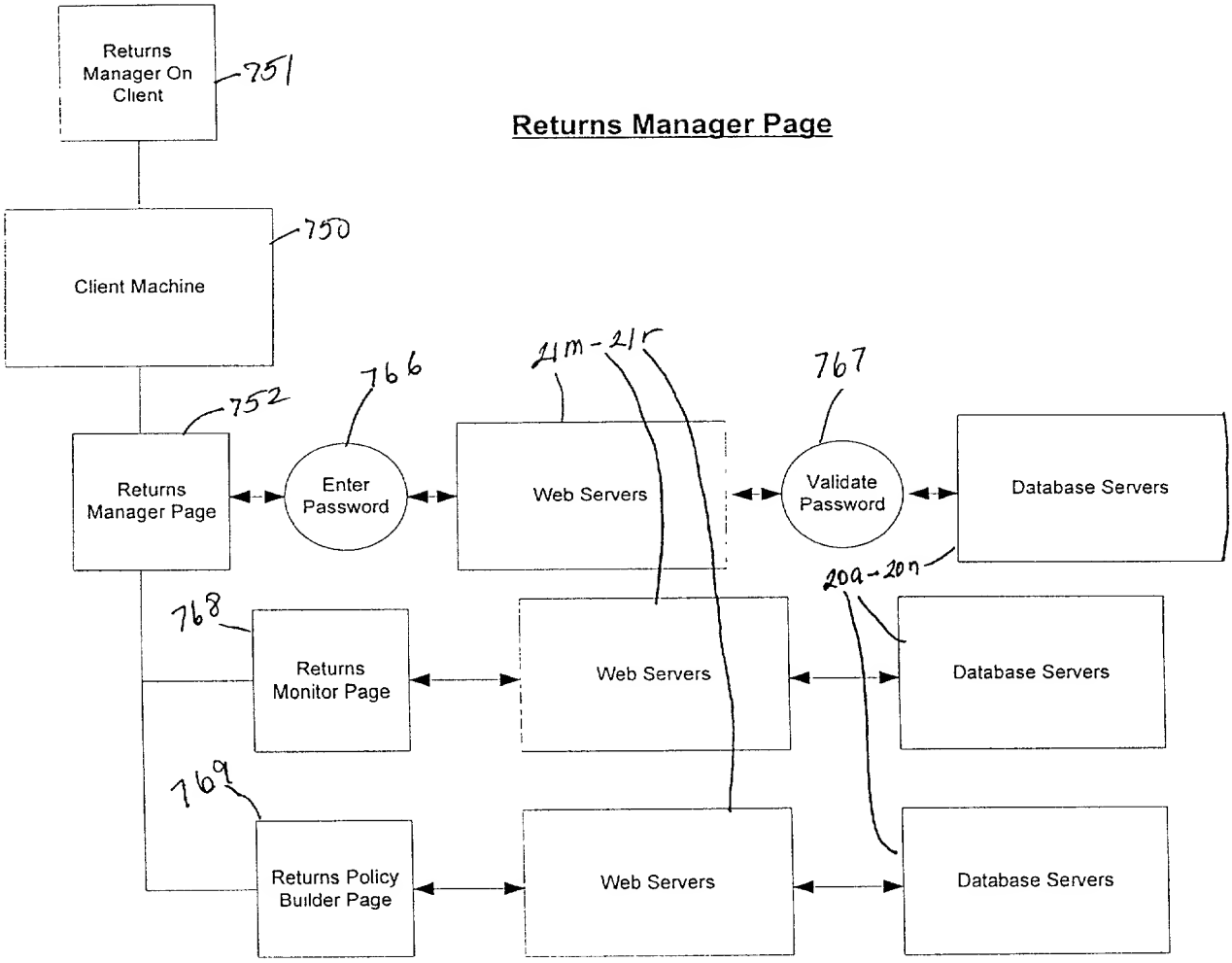

Returns Manager On Client
751
Returns Manager Page
Client Machine
750
752
766
21m-21r
767
Returns Manager Page
Enter Password
Web Servers
Validate Password
Database Servers
20a-20n
768
Returns Monitor Page
Web Servers
Database Servers
769
Returns Policy Builder Page
Web Servers
Database Servers

FIG. 5b

Returns Manager On Client

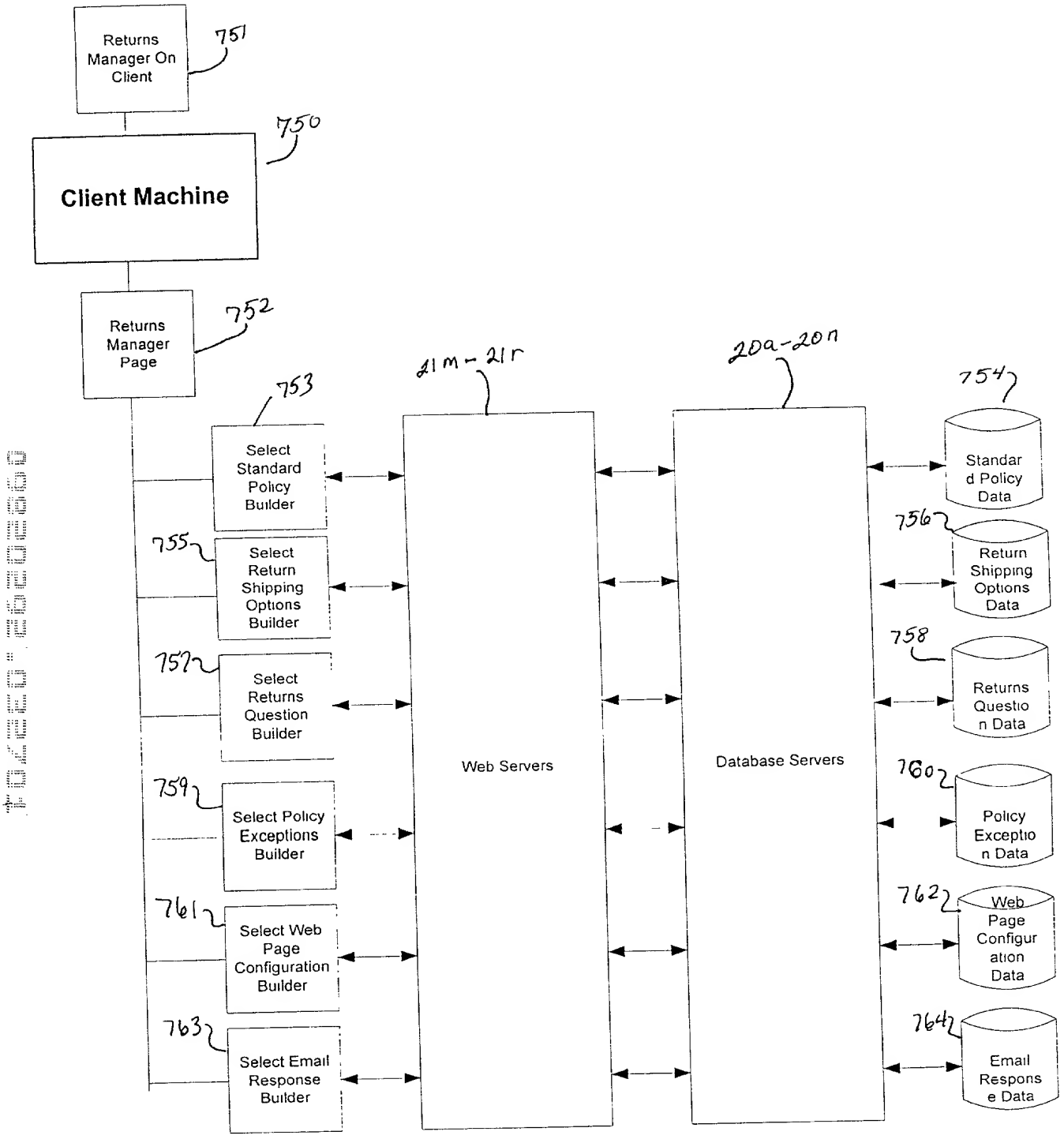


FIG. 5C

Database Table Representation

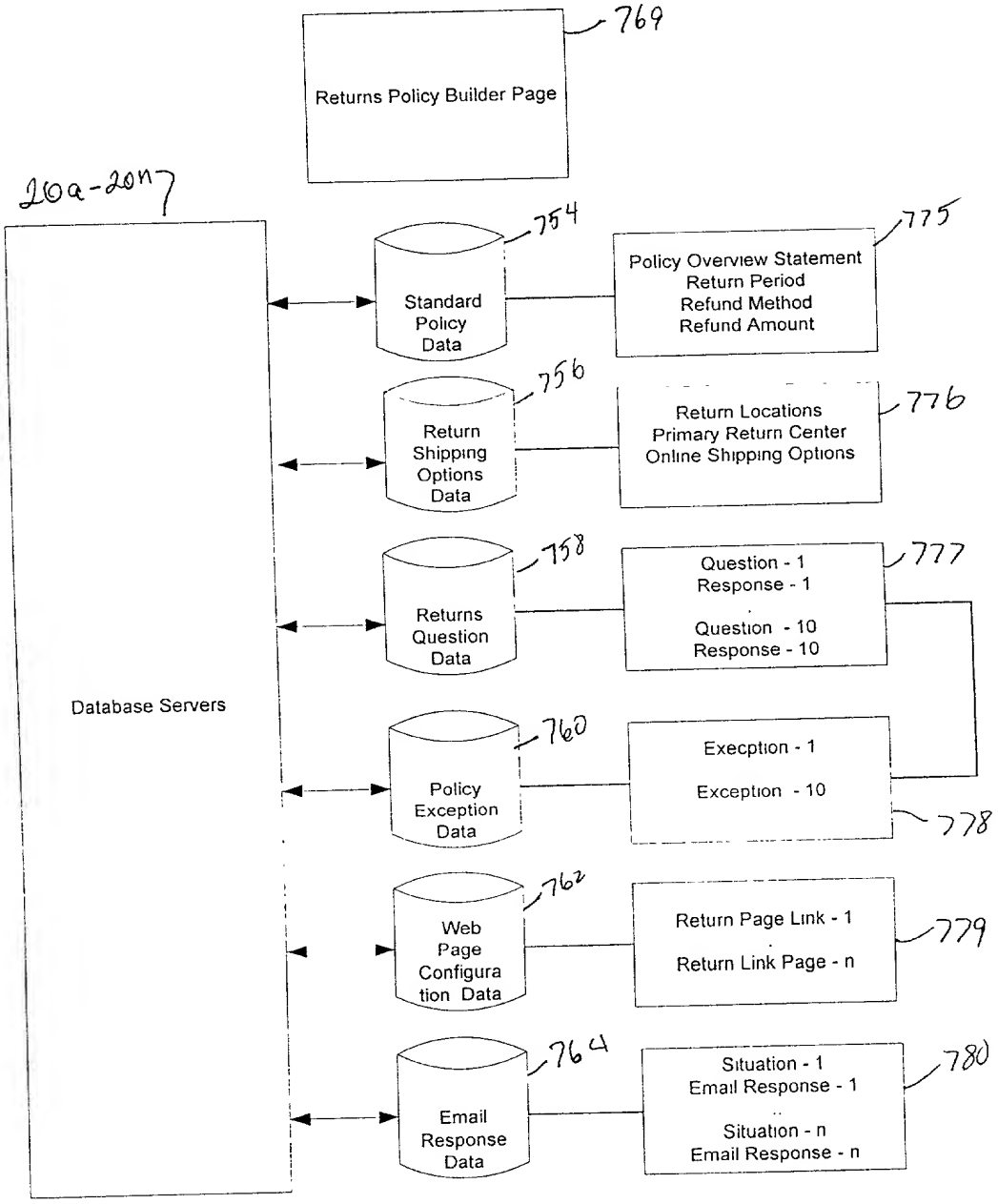


FIG. 5d

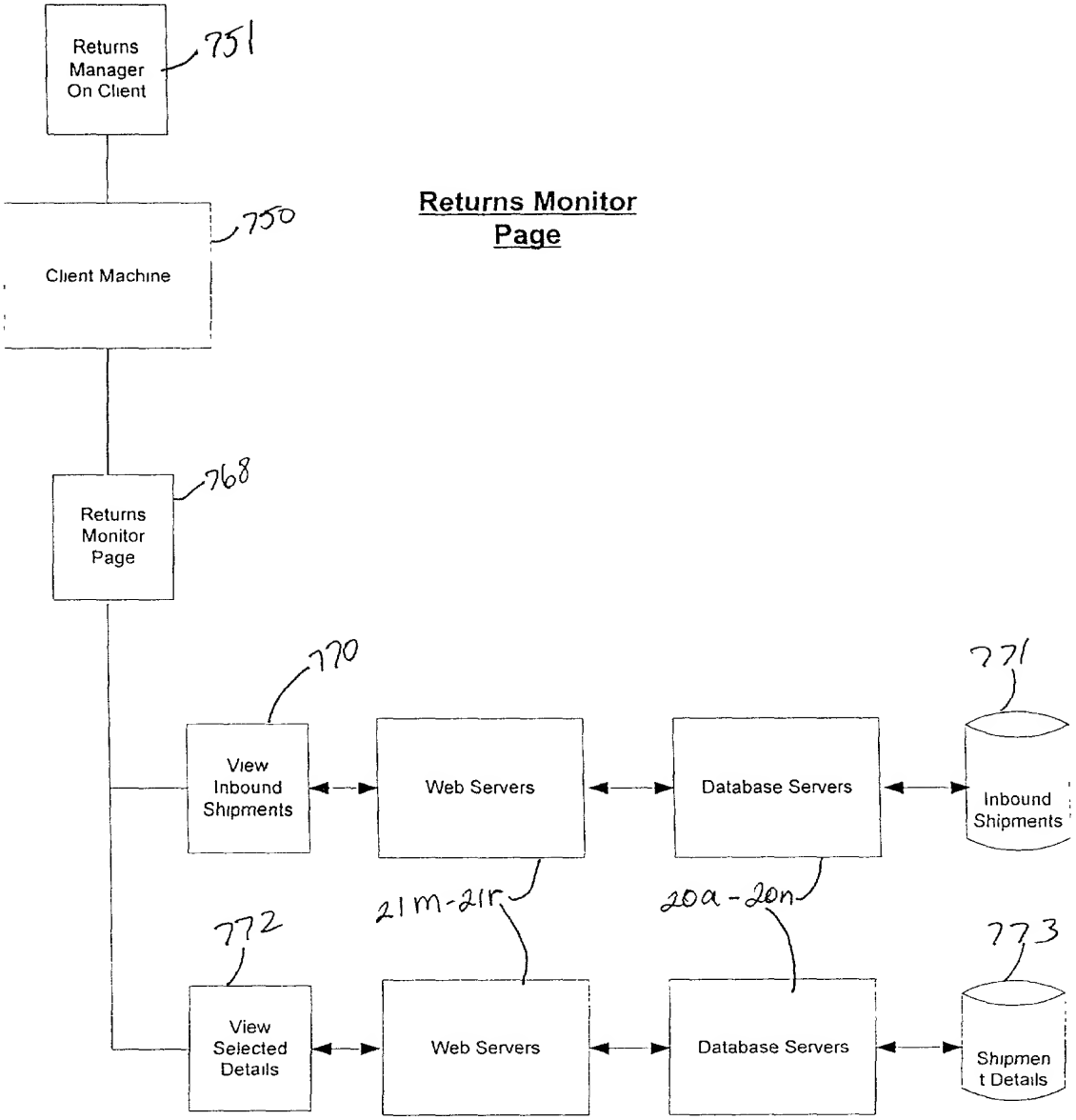

Returns Manager On Client
751
Client Machine
750
Returns Monitor Page
768
Returns Monitor Page
770
View Inbound Shipments
Web Servers
Database Servers
771
Inbound Shipments
21m-21r
20a-20n
772
View Selected Details
Web Servers
Database Servers
773
Shipment Details

FIG. 5e

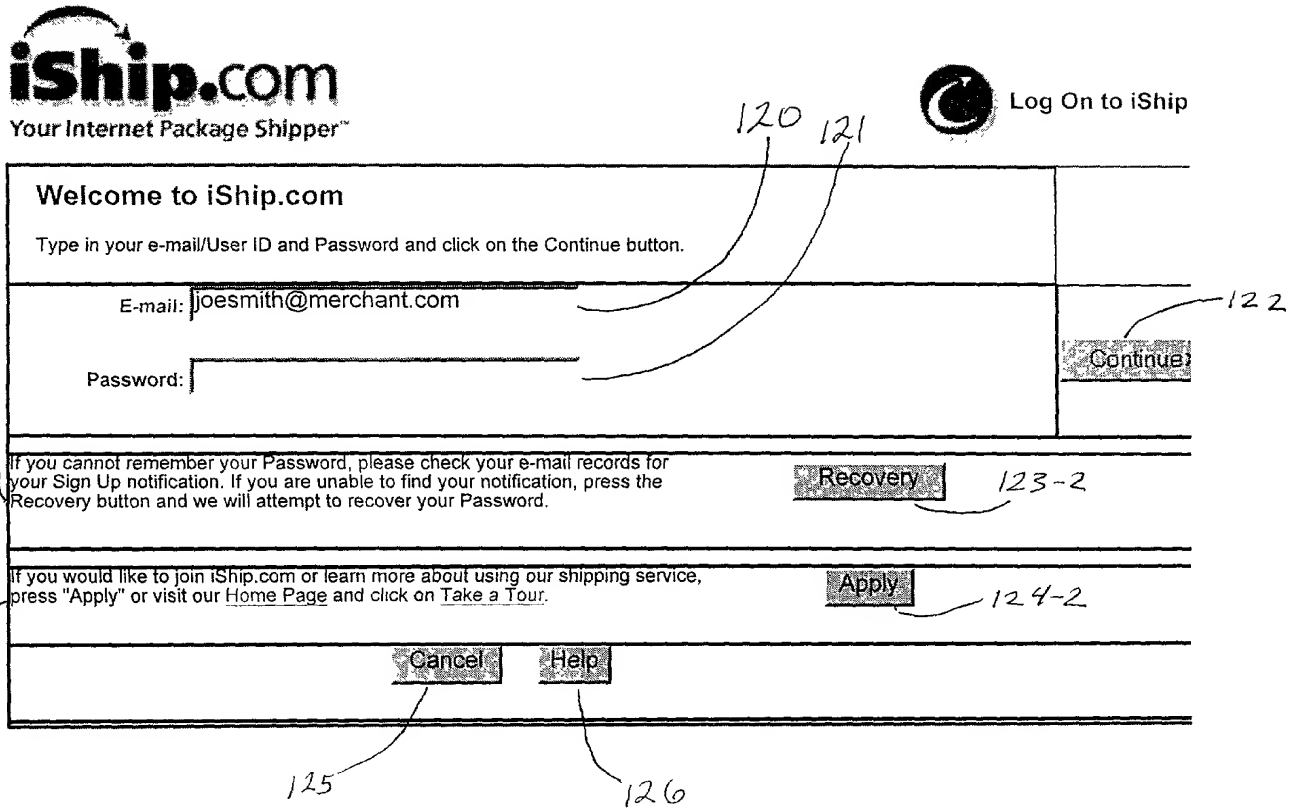
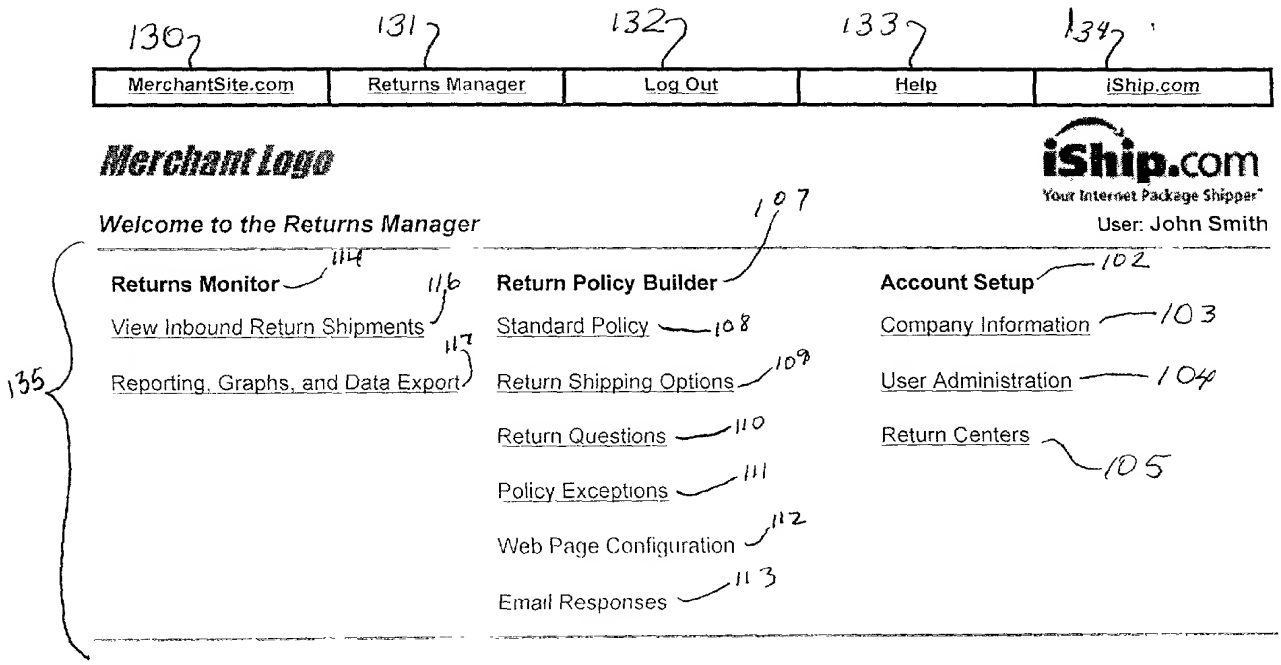

iShip.com
Your Internet Package Shipper™
Log On to iShip
120
121
Welcome to iShip.com
Type in your e-mail/User ID and Password and click on the Continue button.
E-mail: joesmith@merchant.com
Password:
122
Continue
123-1
If you cannot remember your Password, please check your e-mail records for your Sign Up notification. If you are unable to find your notification, press the Recovery button and we will attempt to recover your Password.
Recovery
123-2
124-1
If you would like to join iShip.com or learn more about using our shipping service, press "Apply" or visit our Home Page and click on Take a Tour.
Apply
124-2
Cancel
Help
125
126

FIG. 6



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Express Mail Label

FIG. 7

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

Company Information

User. John Smith

Company Name: 140

Logo URL: 141

Color Preference: 142

Customer Service: email, phone number to be used as escape hatch for tricky responses 143

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09/09/2002 09:42:00

FIG. 8

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

User Administration

User: John Smith

User Names: 145

150 Access Privileges:

- Return Monitor: Warehouse Receiving Manager, Store Manager 146
- Return Policy Builder: Store Manager, Merchandise Manager 147
- Account Setup: Administrator (global) 148

Email, Phone Numbers 149

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FIG. 9

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

Return Centers

User: John Smith

Add and edit Return Centers (where do return shipments go?)

- Center Name: 151
- Attn: 152
- Address 1, 2 153 154
- City, ST ZIP
- Country 155
- Tel Number 156

Multiple centers may be configured. Import function for multiple stores (especially retail locations). Feeds ZIP-based retail store locator feature.

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FIG. 10

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

Standard Policy

User: John Smith

Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store – to configure exceptions to the policy at the category or item level, click here.

Policy Overview Statement

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.

160

160-1

161-1

```
<B>Within 30 days of receipt of your shipment</B>, you may return:

<UL>
Any apparel, lawn & garden equipment, furniture, or books in original
condition.
Any unopened CD, DVD, VHS tape, or software.
Any electronics merchandse or toy in new condition with its original
packaging and accessories.
</UL>

We are unable to refund returned pharmeceuticals or food.

With few exceptions, we issue a <b>full refund</b> for the price of an
item that meets these conditions. We only refund shipping costs if the
item is a result of our error.
```

160-3

160-2

161-2

Preview 162

Return Window 167

Customers may return items for:

163 30 164 from 165 Receipt of Shipment 166

Refund Method 168

Customers may return items for:

169 Refund 170 Store Credit Only 171 Choice of Refund or Store Credit

Refund Amount 172

Refund amount will include:

173 Price of Item 174 Tax on Item 175 Original Shipping Charge

176 Cancel 177 Save

FIG. 11

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

User: John Smith

Return Shipping Options

Return Locations 180

Where will you permit customers to return items?

181 ☑ **Online Only.**

Customers can print a shipping label from your store and ship the package to a returns center.

Select primary return center: Returns Center, Ames IA (182, 183)

184 ☑ **Any retail store.**

Customers can return items purchased online to convenient retail location.

Online Shipping Options 185

Which online shipping options do you want to offer?

186 ☑ **Merchant pays.**

Allow your company to pay return shipping costs for justified returns. Select carrier and service options:

187-1 ☑ **UPS**
187-2 ☑ UPS Ground
187-3 ☐ UPS 3 Day Select
187-4 ☐ UPS 2nd Day Air
187-5 ☐ UPS Next Day Air

188-1 ☑ **US Postal Service**
188-2 ☑ Priority Mail
☐ Express Mail (188-3)

189-1 ☐ **FedEx**
189-2 ☐ FedEx Standard Overnight
189-3 ☐ FedEx Priority Overnight
189-4 ☐ FedEx 2Day
189-5 ☐ FedEx Express Saver

190 ☐ **Mail Boxes Etc.**

191 ☑ **Customer pays.**

For unjustified returns, offer customers the convenience of paying for and printing a label during the return process. Select carrier options:

192 ☑ UPS
193 ☑ US Postal Service
194 ☑ FedEx
195 ☑ Mail Boxes Etc.

176 Cancel | Save 177

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FIG. 12

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper

Return Responses

User: John Smith

Create a series of questions to ask customers returning items, and define an appropriate response for each answer. To create a "no questions asked" policy, turn all questions off.

Question 1 — 200

201 ☑ On (enabled) 202 ☐ Off (disabled)

Question: Why are you returning this item? — 203

Ask: 204 ◉ About each item to be returned 205 ○ Once per return

Answer Heading: You may return items for the following reasons: — 206

Answer Choices:	Response:
Incorrect Item Received — 207	We apologize for our error. We will issue a full refund for your item, and pay for shipping the correct item to you. — 208, 209-1, 209-2
	210 ☑ Display Response
	Follow Up: *Issue Refund* — 211-1, *Pay Return Shipping* — 211-2, *Pay Replacement Shipping* — 211-3
	Edit Follow Up — 211-4
Item Arrived Damaged or Defective — 212	We apologize for the problem with your shipment. — 213-1, 213-2, 213-3
	214 ☑ Display Response
	Follow Up: *Ask Q2* — 215-1
	Edit Follow Up — 215-2
Customer Choice (Problem with Size, Co — 216	We apologize for the problem with your order. We will issue a full refund for your item. — 217-1, 217-2, 217-3
	218 ☑ Display Response
	Follow Up: *Issue Refund* — 219-1, *Do Not Pay For Shipping* — 219-2
	Edit Follow Up — 219-3

FIG. 13a

Other (Please Specify) 220

We apologize for the problem with your order. We will issue a full refund for your item. 221-1 221-2 221-3

228 Display Response

Follow Up: *Issue Refund*, *Do Not Pay For Shipping* 223-1 223-2

Edit Follow Up 223-3

Add/Remove Answer Choices 224

Add customer comments field. 225

Question 2 230

On (enabled) Off (disabled)

Question: Would you like a replacement for the item, or a refund?

Ask: About each item to be returned Once per return

Answer Heading:

Answer Choices: **Response:**

Replacement

We apologize for the problem with your order. We will send a replacement immediately.

Display Response

Follow Up: *Do Not Issue Refund, Pay Return Shipping, Pay Replacement Shipping*

Edit Follow Up

Refund

We apologize for the problem with your order. We will issue a full refund for your item.

Display Response

Follow Up: *Issue Refund, Pay Return Shipping*

Edit Follow Up

Add/Remove Answer Choices

Add customer comments field.

FIG. 13b

Question 3 -231

☐ On (enabled) ☑ Off (disabled)

Question:

Ask: ◉ About each item to be returned ○ Once per return

Answer Heading:

Answer Choices: Response:

Replacement

☐ Display Response

Follow Up:

Edit Follow Up

Add/Remove Answer Choices

☑ Add customer comments field.

Question 4 -232

☐ On (enabled) ☑ Off (disabled)

Question:

Ask: ◉ About each item to be returned ○ Once per return

Answer Heading:

Answer Choices: Response:

Replacement

☐ Display Response

Follow Up:

Edit Follow Up

Add/Remove Answer Choices

☑ Add customer comments field.

FIG. 13c

Question 5 ~233

☐ On (enabled) ☑ Off (disabled)

Question:

Ask: ◉ About each item to be returned ○ Once per return

Answer Heading:

Answer Choices:

Replacement

Response:

☐ Display Response

Follow Up:

Edit Follow Up

Add/Remove Answer Choices

☑ Add customer comments field.

176 Cancel

177 Save

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FIG. 13d

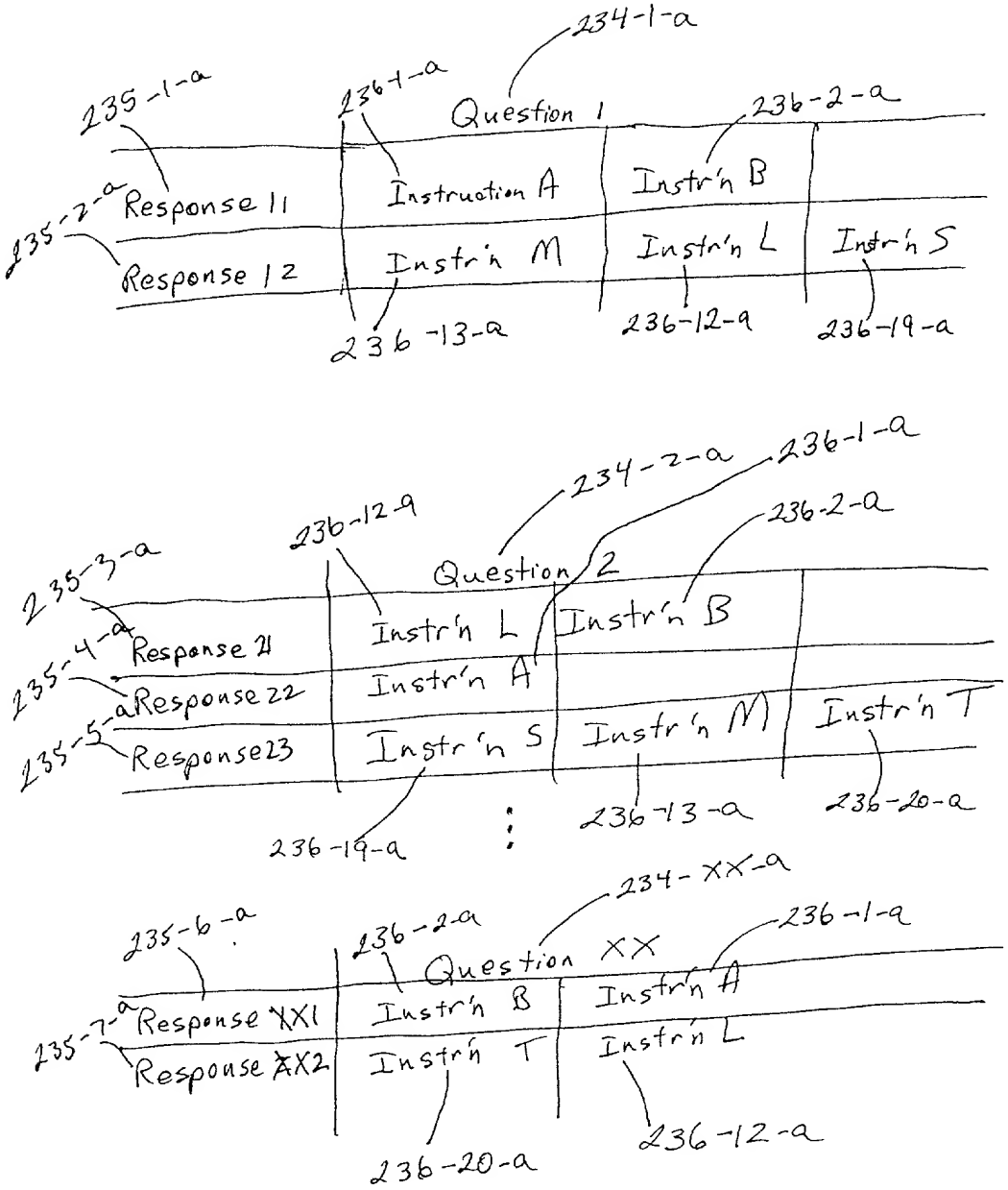
234-1-a
235-1-a
236-1-a
Question 1
236-2-a
235-2-a
Response 11
Instruction A
Instr'n B
Response 12
Instr'n M
Instr'n L
Instr'n S
236-13-a
236-12-a
236-19-a
234-2-a
236-1-a
236-12-a
236-2-a
235-3-a
Question 2
235-4-a
Response 21
Instr'n L
Instr'n B
235-5-a
Response 22
Instr'n A
Response 23
Instr'n S
Instr'n M
Instr'n T
236-19-a
236-13-a
236-20-a
234-XX-a
235-6-a
236-2-a
Question XX
236-1-a
235-7-a
Response XX1
Instr'n B
Instr'n A
Response XX2
Instr'n T
Instr'n L
236-20-a
236-12-a

FIG. 13e

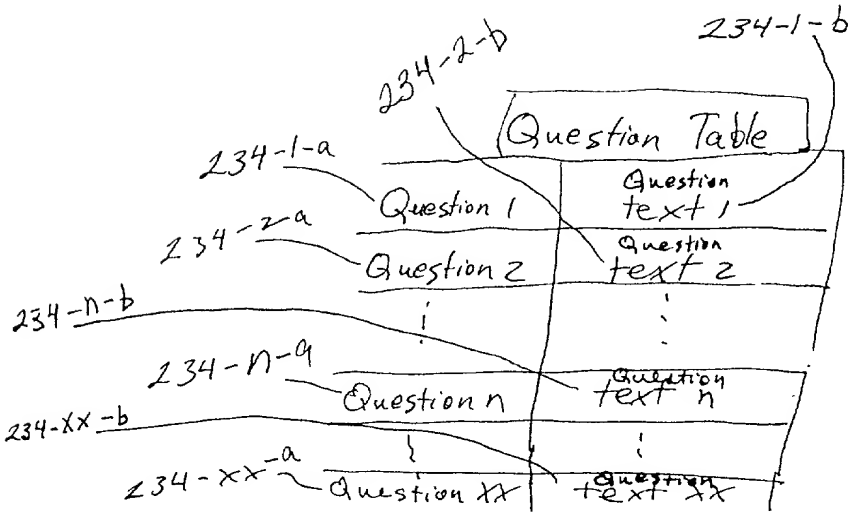
Question Table
234-1-a
234-2-a
234-n-a
234-xx-a
234-1-b
234-2-b
234-n-b
234-xx-b
Question 1
Question 2
Question n
Question xx
Question text 1
Question text 2
Question text n
Question text xx

FIG. 13f

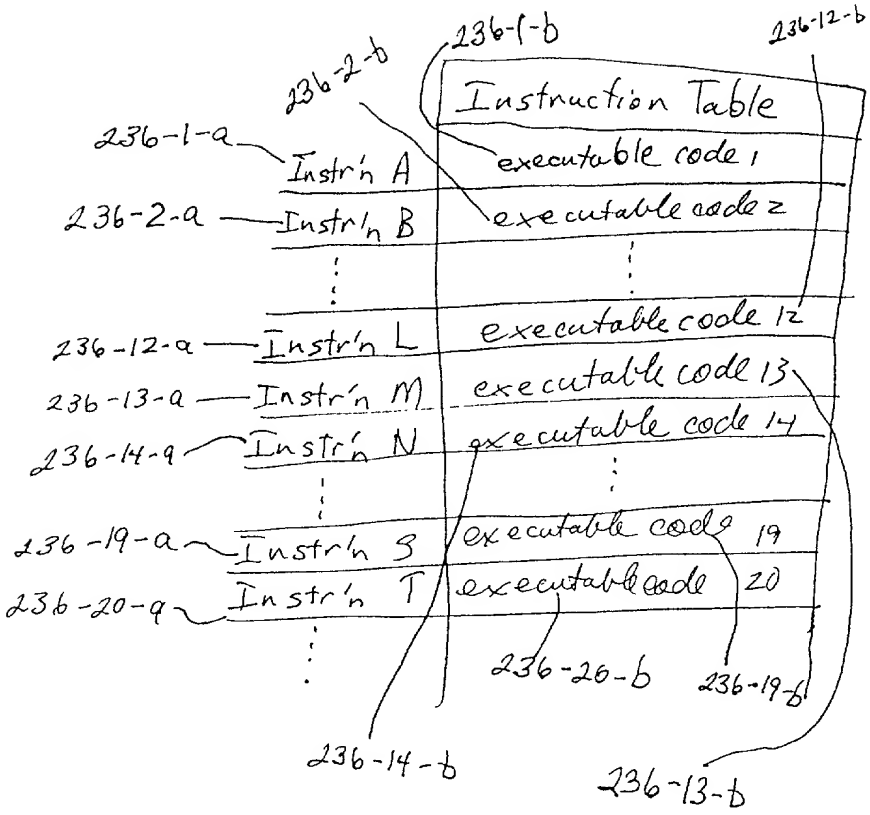
Instruction Table
236-1-b
236-12-b
236-2-b
236-1-a
Instr'n A
executable code 1
236-2-a
Instr'n B
executable code 2
236-12-a
Instr'n L
executable code 12
236-13-a
Instr'n M
executable code 13
236-14-a
Instr'n N
executable code 14
236-19-a
Instr'n S
executable code 19
236-20-a
Instr'n T
executable code 20
236-20-b
236-19-b
236-14-b
236-13-b

FIG. 13g

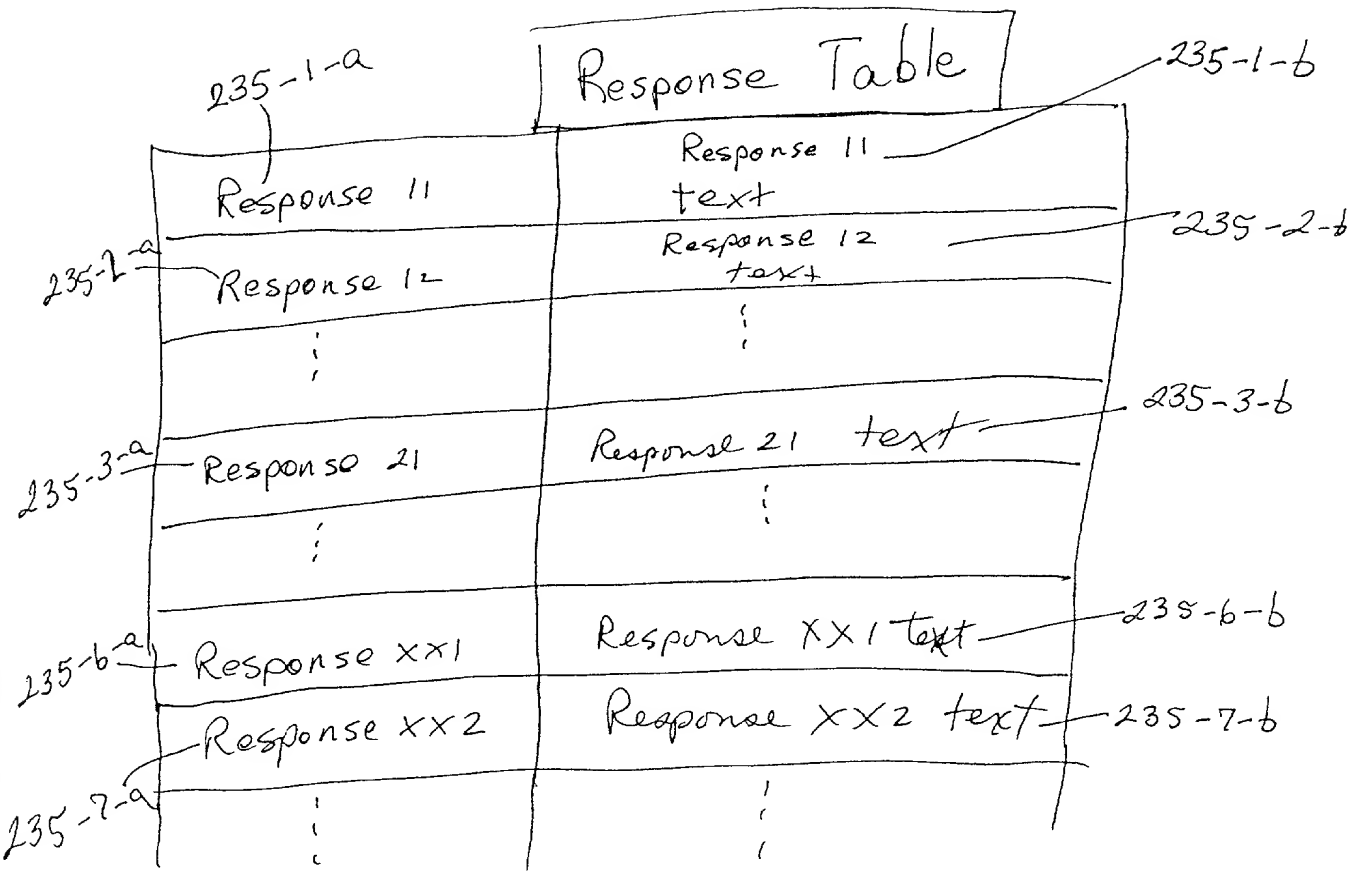
Response Table
235-1-a
235-1-b
Response 11
Response 11 text
235-2-a
Response 12
Response 12 text
235-2-b
235-3-a
Response 21
Response 21 text
235-3-b
235-6-a
Response XX1
Response XX1 text
235-6-b
Response XX2
Response XX2 text
235-7-a
235-7-b

Fig. 13h

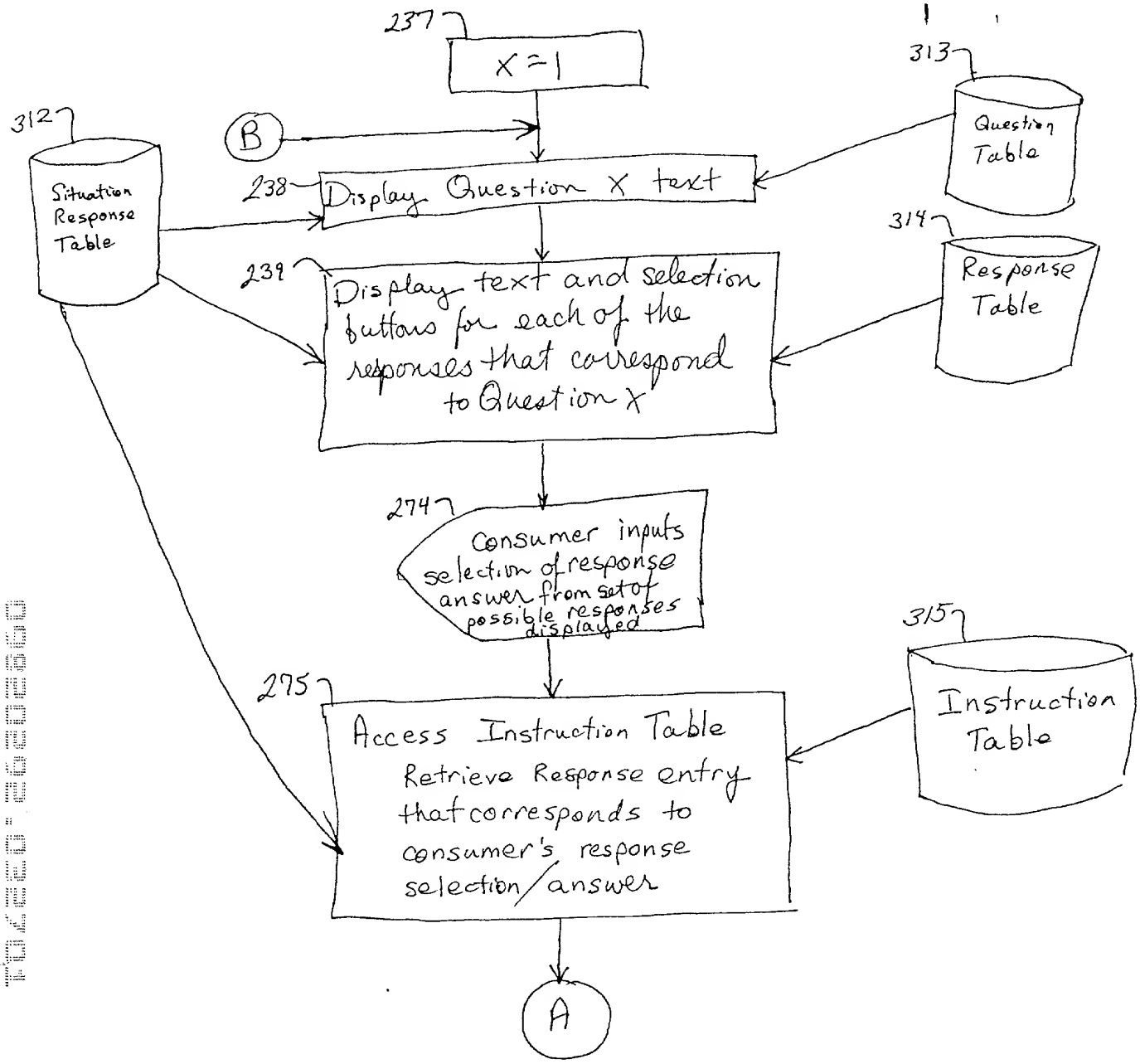
237
X = 1
B
312
Situation Response Table
313
Question Table
238
Display Question X text
314
Response Table
239
Display text and selection buttons for each of the responses that correspond to Question X
274
Consumer inputs selection of response answer from set of possible responses displayed
315
Instruction Table
275
Access Instruction Table
Retrieve Response entry that corresponds to consumer's response selection/answer
A

FIG. 132-1

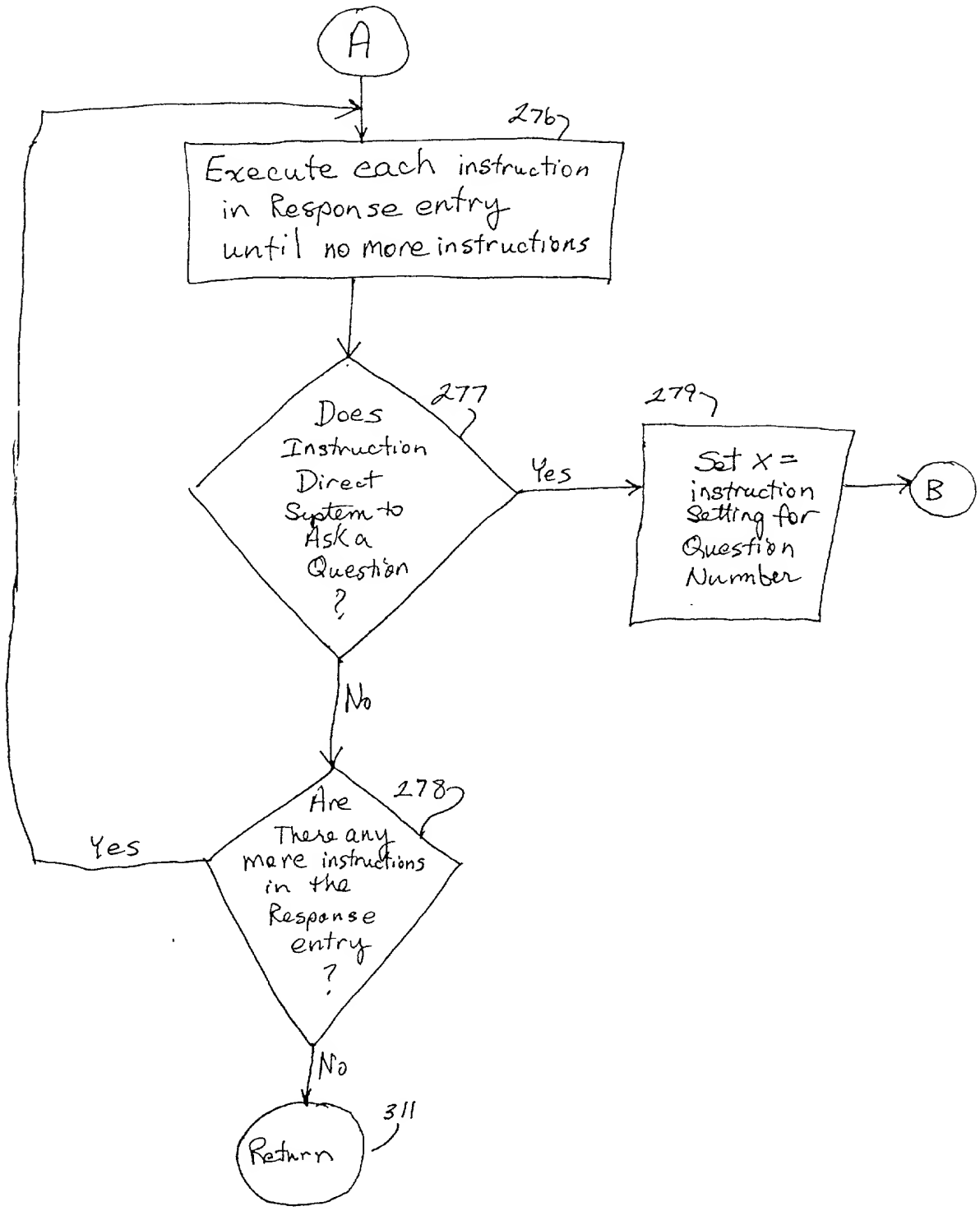
A
276
Execute each instruction in Response entry until no more instructions
277
Does Instruction Direct System to Ask a Question ?
Yes
279
Set X = instruction Setting for Question Number
B
No
278
Are There any more instructions in the Response entry ?
Yes
No
311
Return

FIG. 13i-2

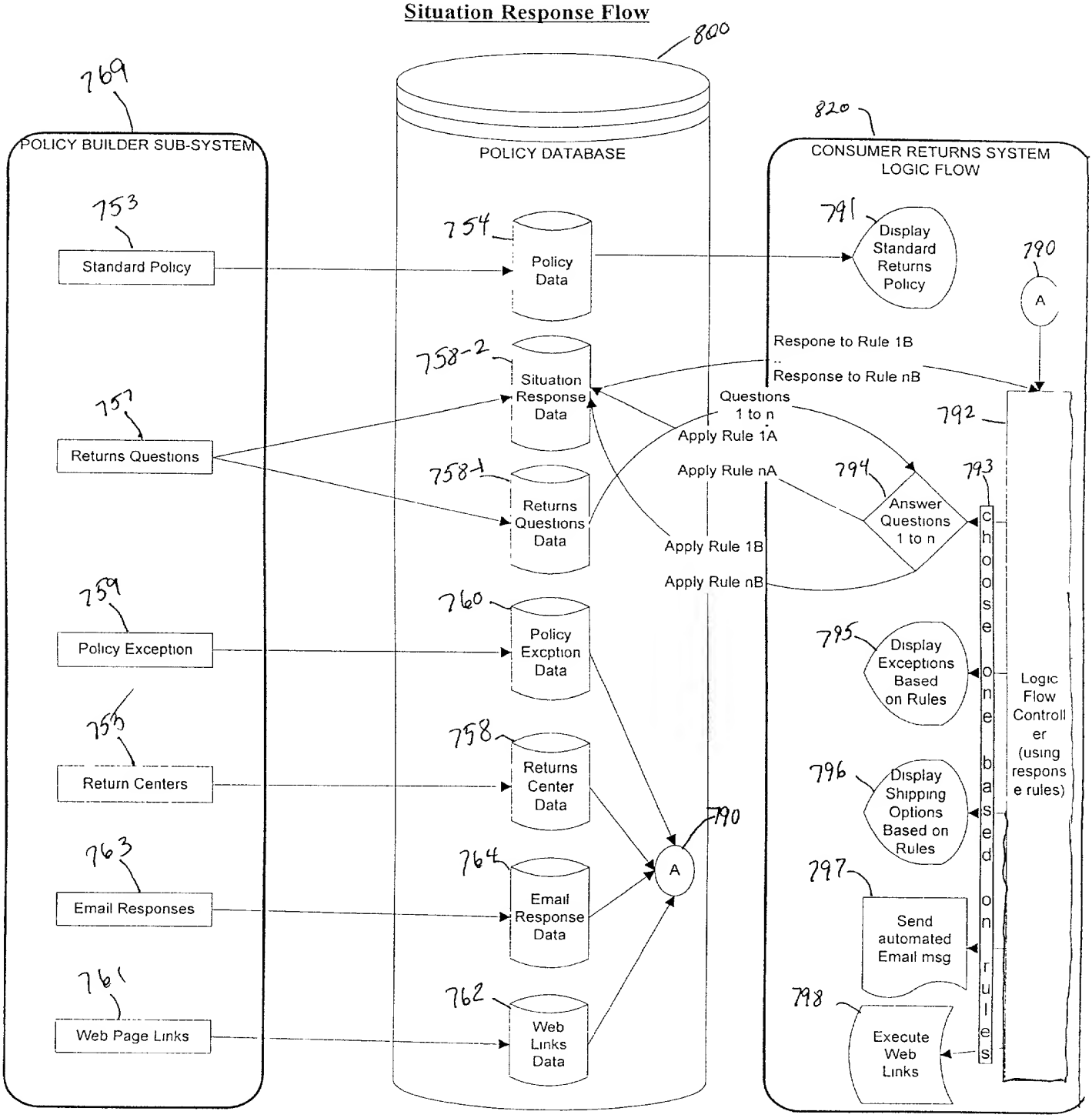
Situation Response Flow
800
769
POLICY BUILDER SUB-SYSTEM
753
Standard Policy
757
Returns Questions
759
Policy Exception
755
Return Centers
763
Email Responses
761
Web Page Links
POLICY DATABASE
754
Policy Data
758-2
Situation Response Data
758-1
Returns Questions Data
760
Policy Excption Data
758
Returns Center Data
764
Email Response Data
762
Web Links Data
790
A
820
CONSUMER RETURNS SYSTEM LOGIC FLOW
791
Display Standard Returns Policy
790
A
Respone to Rule 1B
..
Response to Rule nB
Questions 1 to n
Apply Rule 1A
Apply Rule nA
Apply Rule 1B
Apply Rule nB
792
794
Answer Questions 1 to n
793
choose one based on rules
795
Display Exceptions Based on Rules
796
Display Shipping Options Based on Rules
797
Send automated Email msg
798
Execute Web Links
Logic Flow Controller (using response rules)

FIG. 13j

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

Follow-Up Actions

User: John Smith

Create follow-up actions for each return response.

Authorized?

Issue refund: (240) (241) Yes (242) No (243) Undetermined

Justified?

Pay for return shipping: (244) (245) Yes (246) No (247) Undetermined

Replacement?

Pay for replacement shipping: (248) (249) Yes (250) No (251) Undetermined

Notify Customer Service?

Notify customer service rep: (252) (253) Yes (254) No (255) Other Email: (256) service@merchant.com

Ask Additional Questions? (257)

(258) Q2 (259) Q3 (260) Q4 (261) Q5 (262) Q6 (263) Q7 (264) Q8 (265) Q9 (266) Q10 (267)

Add Follow-Up Actions (268)

(176) Cancel (177) Save

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FIG. 14

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper

Policy Exceptions

User: John Smith

270

Category and **Item** exceptions to standard return policy. Special treatment of categories or items that:

- Cannot be returned for refund for any reason. Triggers an automatic "unjustified" response.
  "We're sorry, we do not except returns of pharmaceuticals, food, and opened underwear."
- Have special criteria that must be met before returns are allowed. Triggers additional qualifying questions.
  "Have you opened the package?"
- Have specialty shipping criteria.
  "We accept furniture returns, but do not pay return shipping for any reason."

Exception Categories 271

Exception Items 272

Also **Customer** exceptions for top-tier customers that deserve special treatment.

273

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FIG. 15

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper

Exception Categories

User: John Smith

280 Exception categories are used to define special return processing certain groups of items. Store categories are generally the departments in your store. If you always have the same return policy for every item in your store, you do not need to create categories. If you do treat some items differently than others, you need categories.

For example, your store may accept return of any apparel merchandise, except opened packages of underwear. You would use categories to except opened underwear from your standard policy.

Main Categories (Level One)

281 Apparel	282 Furniture	283 Food	284 Pharmeceuticals
285 Audio CDs	286 Lawn & Garden	287 Books	288 Computer Hardware
289 Electronics	290 Video DVD	291 Video Tape	292 Computer Software
293 Toys	294	295	296
297	298	299	300

176 Cancel Next Step >> 301

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Fig. 16

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

Store Categories

User: John Smith

Apparel — 281

Subcategories

302 | Mens (303) | Womens (304) | Outerwear (305) | Underwear

306 | 307 | 308 | 309

Second-Level Subcategories — 310

Furniture — 282

Subcategories

Second-Level Subcategories

Food — 283

Subcategories

Second-Level Subcategories

Pharmaceuticals — 284

Subcategories

FIG. 17a

Second-Level Subcategories

Category Name

Subcategories

Second-Level Subcategories

176 Cancel Save 177

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FIG. 17b

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper®

Web Page Configuration

User: John Smith

Set up pages hosted by iShip.com.

AFF.URL :	http://www.iship.com	320
AFF.CANCELURL :	http://www.pufferfish.com/affdemo/index.htm	321
AFF.DONEURL :	http://www.pufferfish.com/affdemo/index.htm	322
AFF.TITLEFONTFACE :	Arial, Helvetica	323
AFF.FONTFACE :	Arial, Helvetica	324
AFF.PAGEBGCOLOR :	#FFFFFF	325
AFF.SHADECOLOR :	#FFFFFF	326
AFF.TITLEBARCOLOR :	#7093DB	327
AFF.TITLEFONTCOLOR :	#FFFF00	328
AFF.HOVERTEXT :	Partners Are Cool	329
AFF.IMAGENAME :	http://marketing.iship.com/graphics/partnerlogo.gif	330
AFF.IMAGETEXT :	Partner.com - Where Partners Partner for Business	331
AFF.SITETEXT :	Where Partners Partner for Business	332
AFF.USERID :	(not defined)	333
AFF.PASSWORD :	(not defined)	334

AFF.HEADERHTML : 335

(not defined) 336-1 336-2

AFF.FOOTERHTML : 337 338-1

Fig. 18a

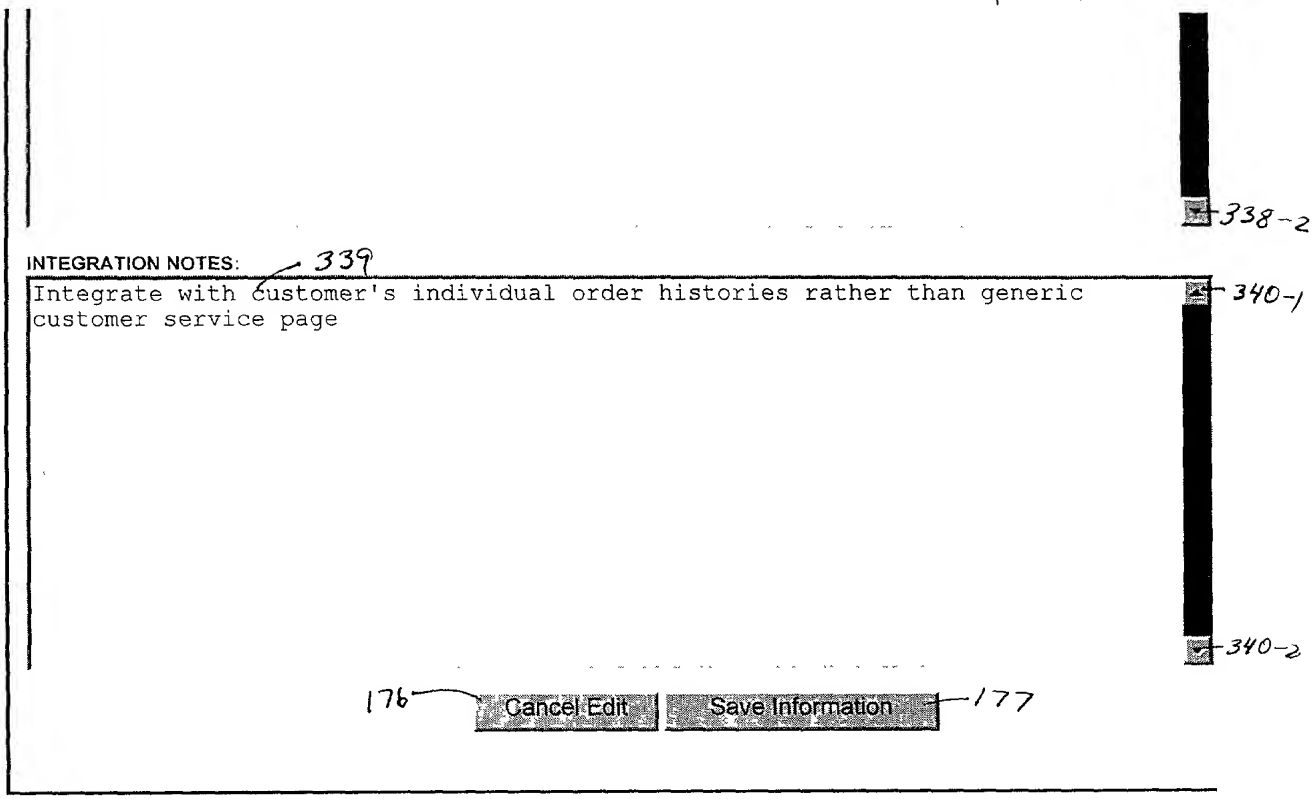

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Fig. 18b

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

Email Responses

User: John Smith

Edit and preview emails sent to:

350

- **Customer**: edit text
  - on shipment of return package
  - on receipt of return package

351

- **Merchant** (optional): email sent on shipment. Change:
  - routing: primary recipient(s), cc, and bcc. Can include routing to customer service for logging into CRM software (Siebel, Remedy, etc), shipping dock managers, other logistics or operations managers.
  - subject line: set to include key IDs: RMA #, customer #, order #, SKU, etc.
  - body text

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30030303-030303

FIG. 19

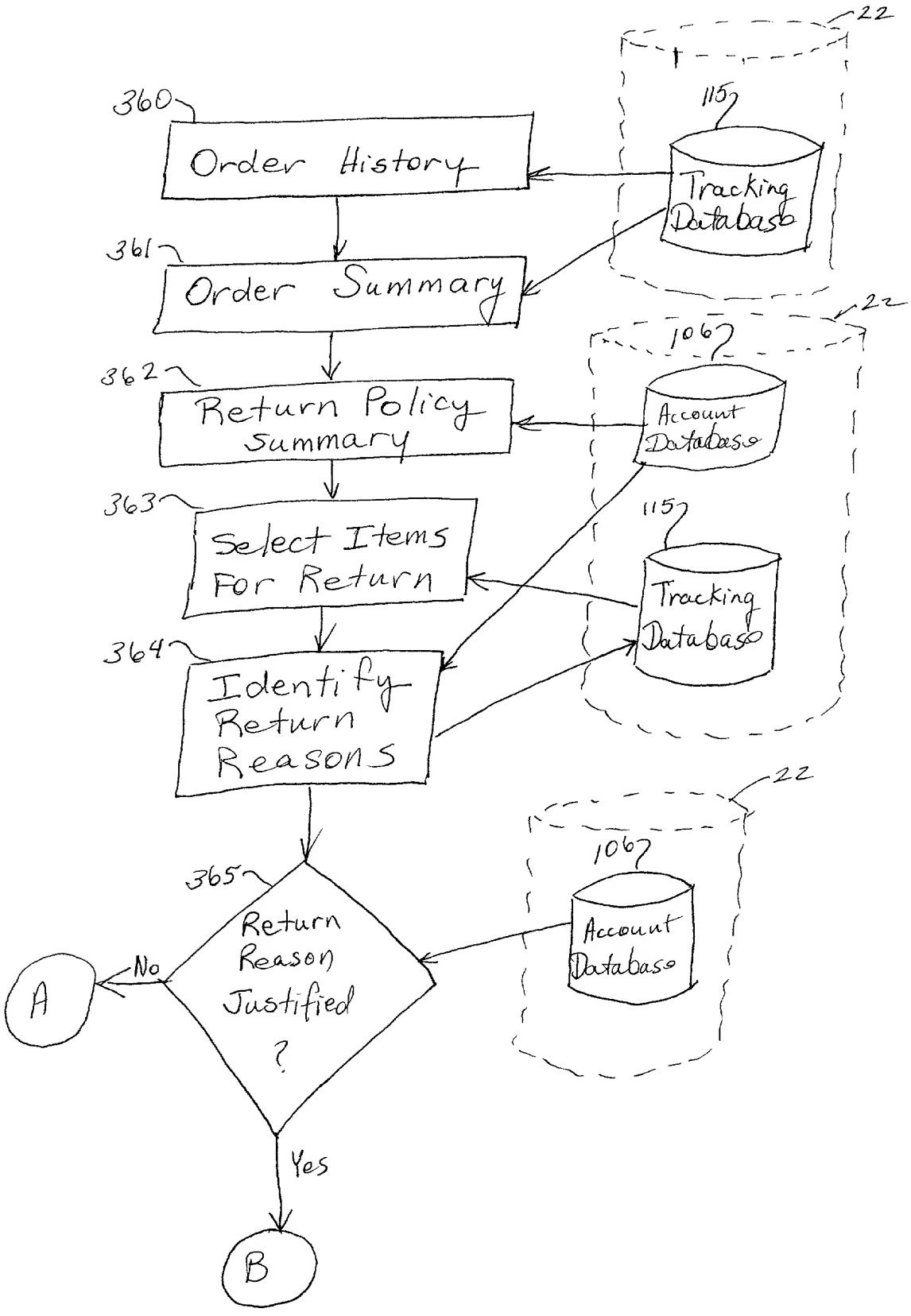

22
115
Tracking Database
360
Order History
361
Order Summary
22
106
362
Return Policy Summary
Account Database
363
Select Items For Return
115
Tracking Database
364
Identify Return Reasons
22
106
365
Return Reason Justified ?
Account Database
No
A
Yes
B

FIG. 20a

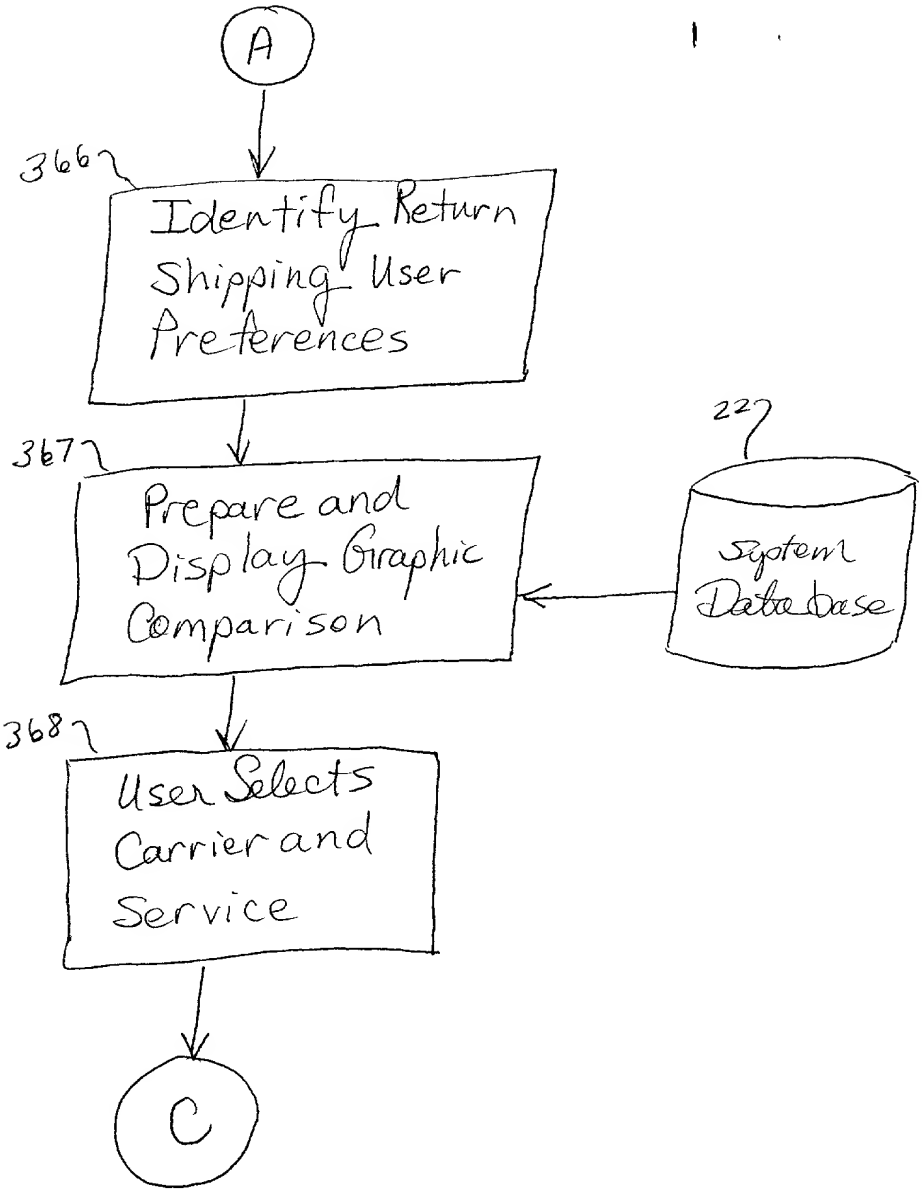

A
366
Identify Return Shipping User Preferences
367
Prepare and Display Graphic Comparison
227
System Database
368
User Selects Carrier and Service
C

FIG. 20b

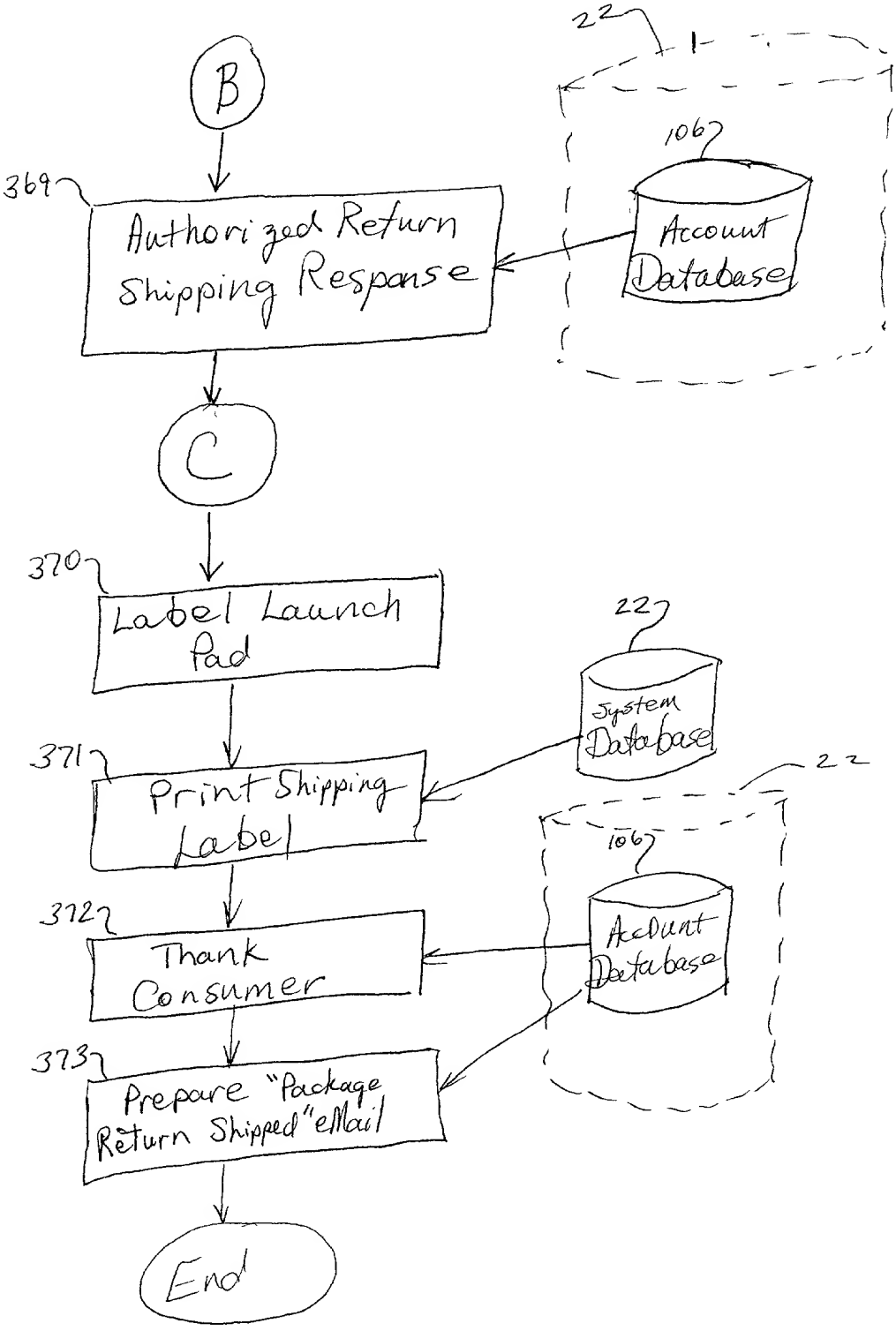

B
369
Authorized Return Shipping Response
22
106
Account Database
C
370
Label Launch Pad
22
System Database
371
Print Shipping Label
22
106
Account Database
372
Thank Consumer
373
Prepare "Package Return Shipped" eMail
End

FIG. 20C

Merchant Logo

Merchant Main Menu Choices

Your Order History

Click on an order to view the order summary.

Merchant SubMenu Selections

400

Shipped Orders:

	Order #	Order Date	Status
401-1	002-0152586-5576810	July 19, 1999	All items shipped
401-2	002-2212571-6739814	March 28, 1999	All items shipped
401-3	002-9739895-6708638	January 30, 1999	All items shipped
401-4	002-1894644-6936263	January 14, 1999	All items shipped
401-5	002-7643906-5558259	December 14, 1998	All items shipped
401-6	002-6790950-3739847	October 29, 1998	All items shipped
401-7	002-3632396-2353407	April 13, 1998	All items shipped

Return to Account Maintenance Main Page

D3D0D0D0

Merchant Logo

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Order Summary 401-1 Return to Your Order History

Order#: 002-0152586-5576810

Date: July 19, 1999 at 09:58 AM PDT 407

Status: All items shipped

Shipping Address: 408
Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Returns? Click Here: 402
Return services by iShip.com
iShip.com
Your Internet Package Shipper™

Ship Method:	Number of Shipments:	Payment Method:
Standard Shipping	One shipment when complete order is ready	Visa Last 5 digits: 26781

403

Items Ordered:	Price:
404-1 1 of: Permission Marketing : Turning Strangers into Friends and Friends into Customers [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	$14.40
404-2 1 of: Yeah, It's That Easy [ECD] [Audio CD] By: G Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	$12.99
404-3 1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority.	$11.49
404-4 1 of: Odelay [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
404-5 1 of: Natty Dread [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
404-6 1 of: Duo [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
404-7 1 of: RCA WSP150 900MHz Wireless Speakers [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground.	$149.95

Track your package with iShip.com

405

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL:	$268 65

406

Return to Your Order History

Top of Page

FIG. 22

Merchant Logo

Merchant Main Menu Choices

Merchant SubMenu Selections

Returns Service — Return to Your Order History

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

420

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Order#: 002-0152586-5576810 — 401-1
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Select the items you would like to return:	Price:
421-1 ☐ 1 of: **Permission Marketing : Turning Strangers into Friends and Friends into Customers** [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority. — 404-1	$14.40
421-2 ☐ 1 of: **Yeah, It's That Easy [ECD]** [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class. — 404-2	$12.99
421-3 ☐ 1 of: **For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]** [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority. — 404-3	$11.49
421-4 ☐ 1 of: **Odelay** [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority — 404-4	$12.99
421-5 ☐ 1 of: **Natty Dread** [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority — 404-5	$12.99
421-6 ☐ 1 of: **Duo** [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority — 404-6	$12.99
421-7 ☑ 1 of: **RCA WSP150 900MHz Wireless Speakers** [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com — 404-7	$149.95

405

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL.	$268.65

Next Step >> — 422

406

Return to Your Order History

Top of Page

FIG. 23a

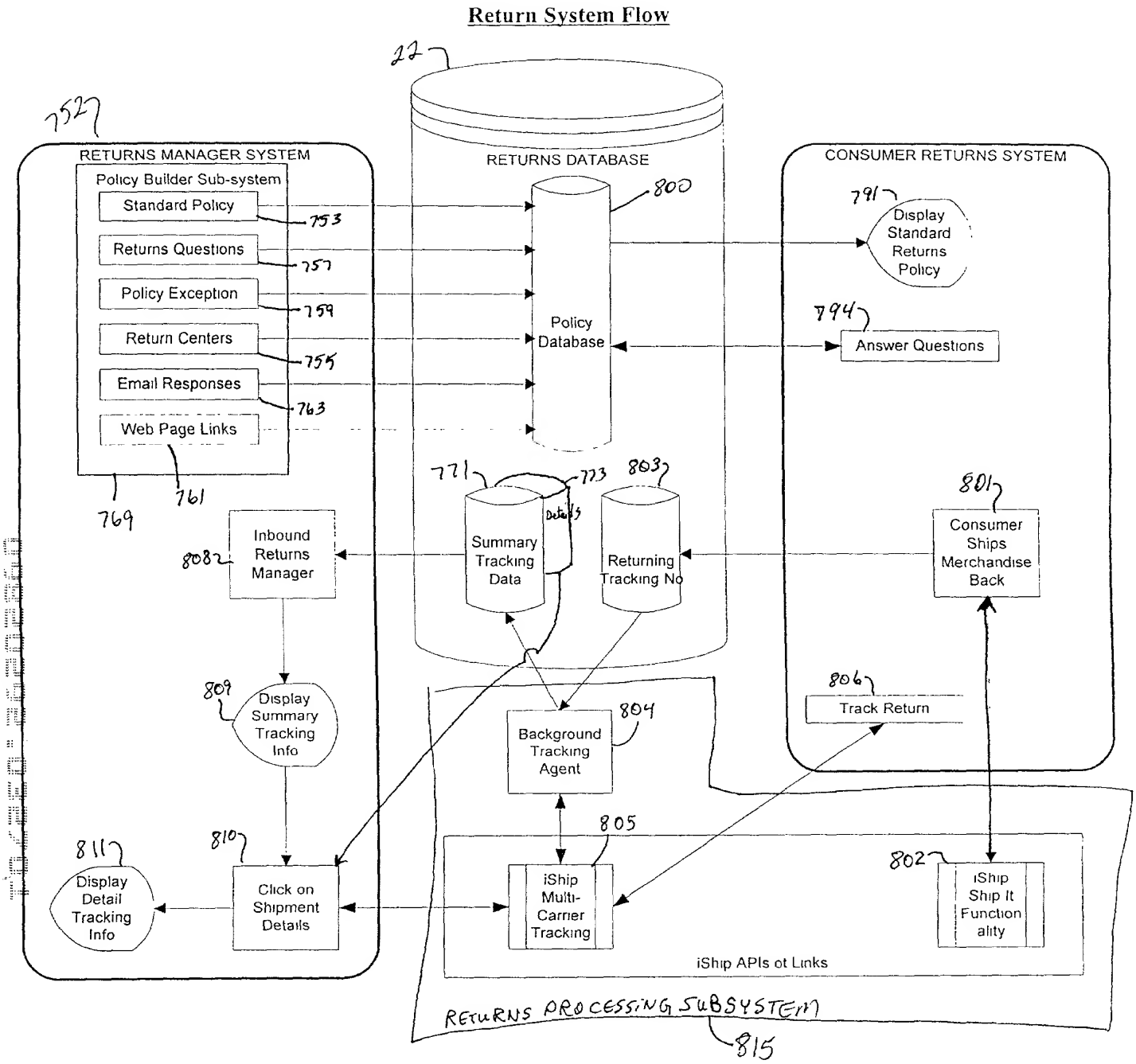

Return System Flow
22
7527
RETURNS MANAGER SYSTEM
Policy Builder Sub-system
Standard Policy
753
Returns Questions
757
Policy Exception
759
Return Centers
755
Email Responses
763
Web Page Links
761
769
RETURNS DATABASE
800
Policy Database
CONSUMER RETURNS SYSTEM
791
Display Standard Returns Policy
794
Answer Questions
771
773
803
Summary Tracking Data
Returning Tracking No
801
Consumer Ships Merchandise Back
8082
Inbound Returns Manager
809
Display Summary Tracking Info
806
Track Return
804
Background Tracking Agent
805
811
Display Detail Tracking Info
810
Click on Shipment Details
iShip Multi-Carrier Tracking
802
iShip Ship It Function ality
iShip APIs ot Links
RETURNS PROCESSING SUBSYSTEM
815

FIG. 23b

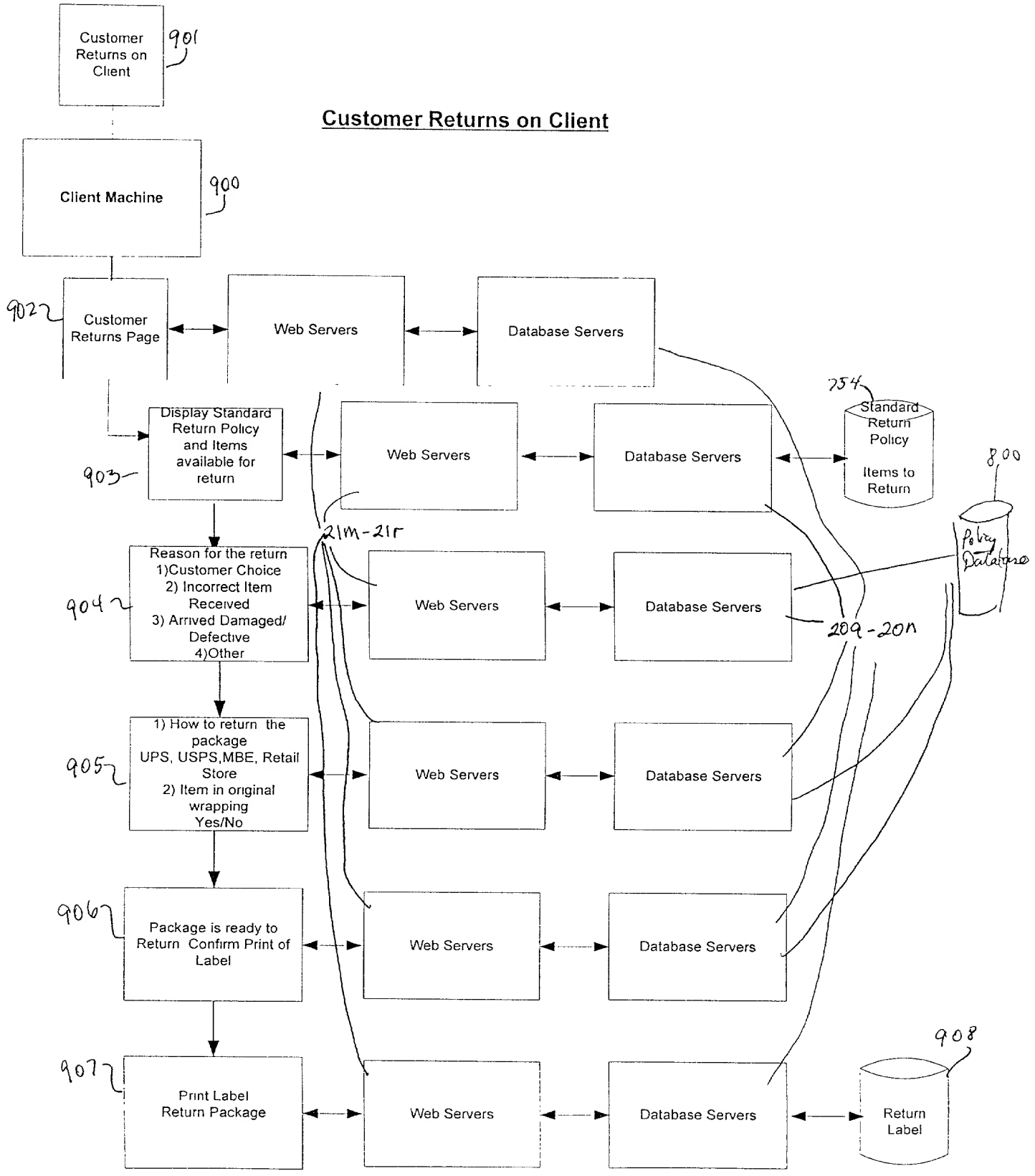

Customer Returns on Client
901
Customer Returns on Client
Client Machine
900
902
Customer Returns Page
Web Servers
Database Servers
254
Standard Return Policy
Items to Return
800
Policy Database
903
Display Standard Return Policy and Items available for return
Web Servers
Database Servers
21m-21r
904
Reason for the return
1)Customer Choice
2) Incorrect Item Received
3) Arrived Damaged/ Defective
4)Other
Web Servers
Database Servers
209-20n
905
1) How to return the package
UPS, USPS,MBE, Retail Store
2) Item in original wrapping
Yes/No
Web Servers
Database Servers
906
Package is ready to Return Confirm Print of Label
Web Servers
Database Servers
907
Print Label
Return Package
Web Servers
Database Servers
908
Return Label

FIG. 23c

Merchant Logo

Merchant Main Menu Choices

Merchant SubMenu Selections

Returns Service 401-1 Return to Your Order History

Order#: 002-0152586-5576810

Date: July 19, 1999 at 09:58 AM PDT

Status: All items shipped

Items to Return:	**Price:**
421-7 1 of: RCA W6P150 900Mhz Wireless Speakers [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. 404-7 Track your package with iShip.com 405	$149.95 — 173
Item(s) Subtotal Before Tax:	$149.95 — 173
Refunded Tax:	$12.90 — 174
TOTAL:	$162.85 — 172

Reason for return: 206

427-1 Customer Choice 216

427-2 Incorrect Item Received 207

427-3 Arrived Damaged/Defective 212

427-4 Other (please specify below): 220

425

Right speaker does not receive signal. 426-1 426-2

Next Step >> 422

Return to Your Order History 406

Top of Page

FIG. 24

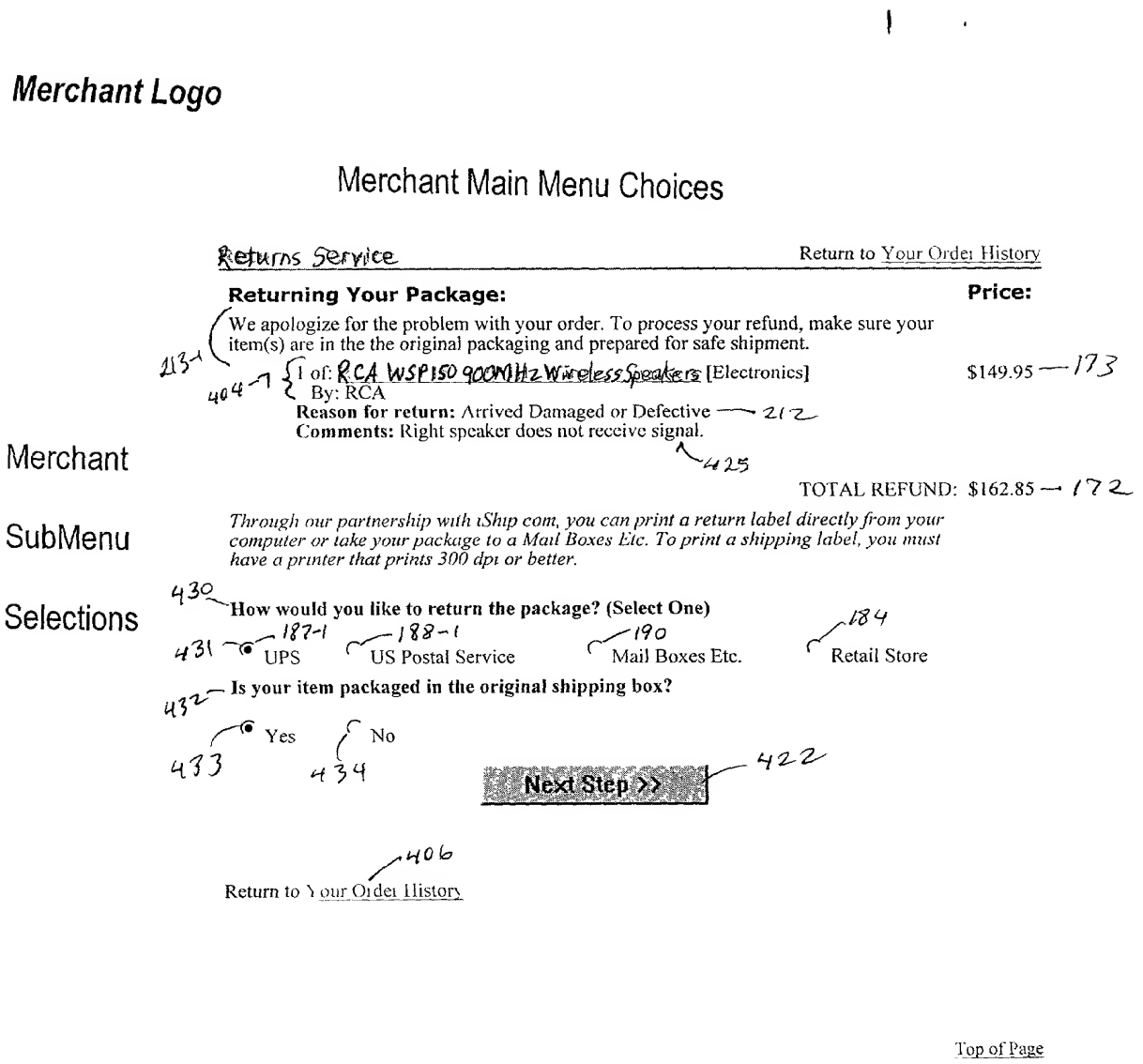

Merchant Logo
Merchant Main Menu Choices
Returns Service
Return to Your Order History
Returning Your Package:
Price:
We apologize for the problem with your order. To process your refund, make sure your item(s) are in the the original packaging and prepared for safe shipment.
1 of: RCA WSP150 900MHz Wireless Speakers [Electronics]
By: RCA
$149.95
Reason for return: Arrived Damaged or Defective
Comments: Right speaker does not receive signal.
TOTAL REFUND: $162.85
Merchant SubMenu Selections
Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.
How would you like to return the package? (Select One)
UPS
US Postal Service
Mail Boxes Etc.
Retail Store
Is your item packaged in the original shipping box?
Yes
No
Next Step >>
Return to Your Order History
Top of Page

FIG. 25

Merchant Logo

Merchant Main Menu Choices

Returns Service — Return to Your Order History

Returning Your Package:

440 ~ Your returns package is ready to ship to the Amazon.com Returns Center.

44 ~ To create a UPS label for this package, click the Next Step button.

Merchant — Next Step >> (422)

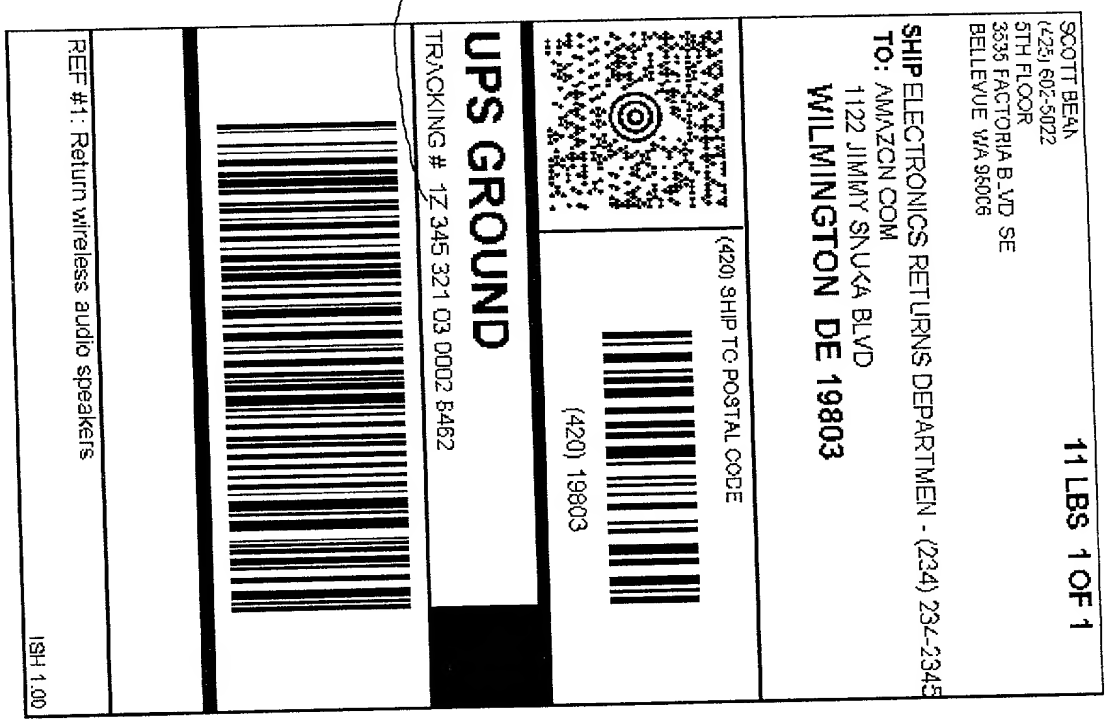
SubMenu — Return to Your Order History (406)

Selections

Top of Page

FIG. 26

450



PRINT THIS LABEL NOW ~~~ 451

DO NOT PHOTOCOPY

Using a photocopy could delay the delivery of your package and will result in additional shipping charges

To prepare your package for shipment, you need to do the following:

1. Use the Print button in your browser to print this page to your laser printer.
2. Fold the printed page in half and use as the shipping label.
3. Affix the shipping label to your package so that the entire label is visible.

Click here to return to

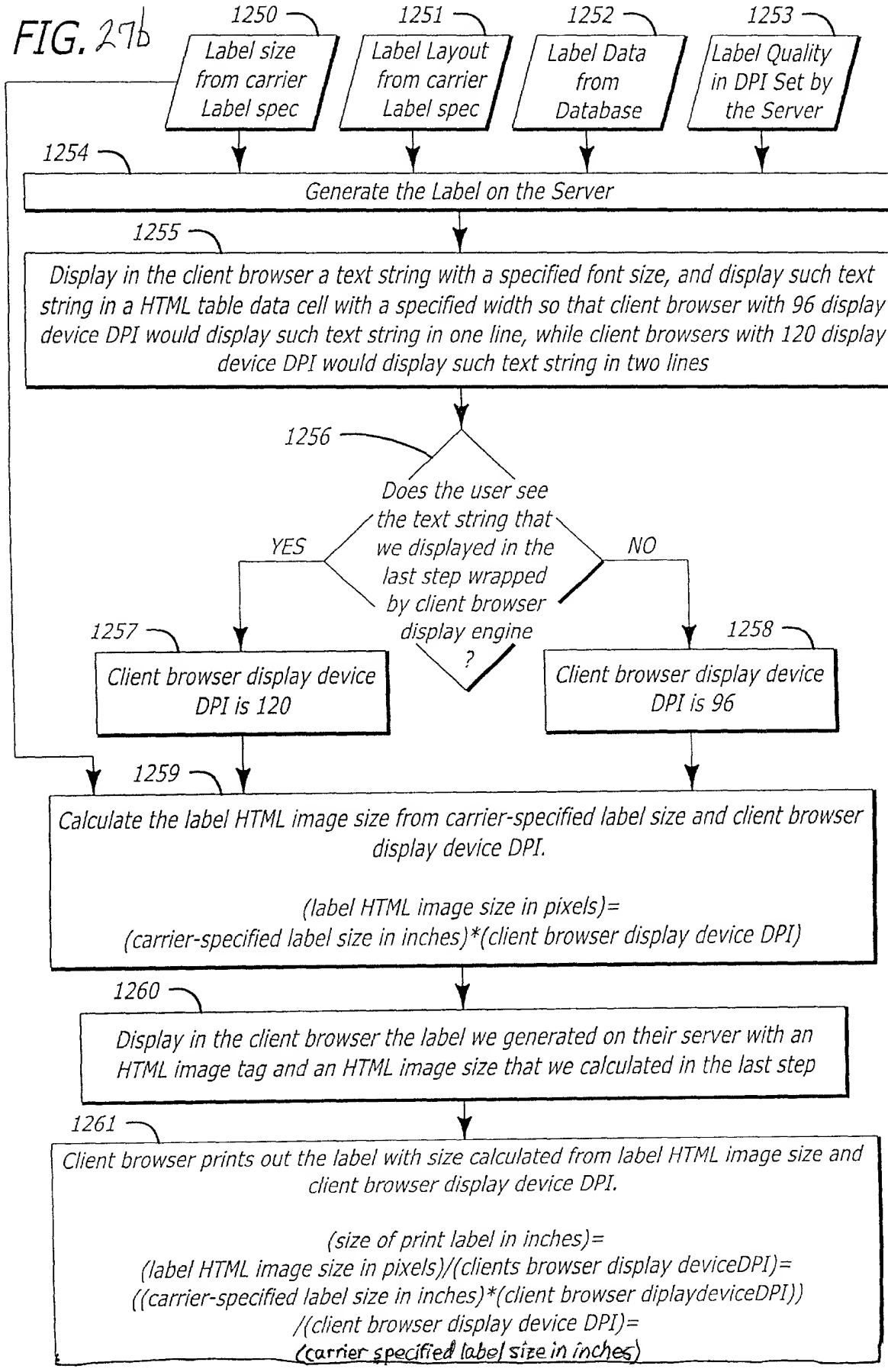
Merchant Logo
web site

Returns services by iShip.com

iShip.com
Your Internet Package Shipper™

FIG. 27a

FIG. 27b


1250
Label size from carrier Label spec
1251
Label Layout from carrier Label spec
1252
Label Data from Database
1253
Label Quality in DPI Set by the Server
1254
Generate the Label on the Server
1255
Display in the client browser a text string with a specified font size, and display such text string in a HTML table data cell with a specified width so that client browser with 96 display device DPI would display such text string in one line, while client browsers with 120 display device DPI would display such text string in two lines
1256
Does the user see the text string that we displayed in the last step wrapped by client browser display engine ?
YES
NO
1257
Client browser display device DPI is 120
1258
Client browser display device DPI is 96
1259
Calculate the label HTML image size from carrier-specified label size and client browser display device DPI.
(label HTML image size in pixels)=
(carrier-specified label size in inches)*(client browser display device DPI)
1260
Display in the client browser the label we generated on their server with an HTML image tag and an HTML image size that we calculated in the last step
1261
Client browser prints out the label with size calculated from label HTML image size and client browser display device DPI.
(size of print label in inches)=
(label HTML image size in pixels)/(clients browser display deviceDPI)=
((carrier-specified label size in inches)*(client browser diplaydeviceDPI))
/(client browser display device DPI)=
(carrier specified label size in inches)

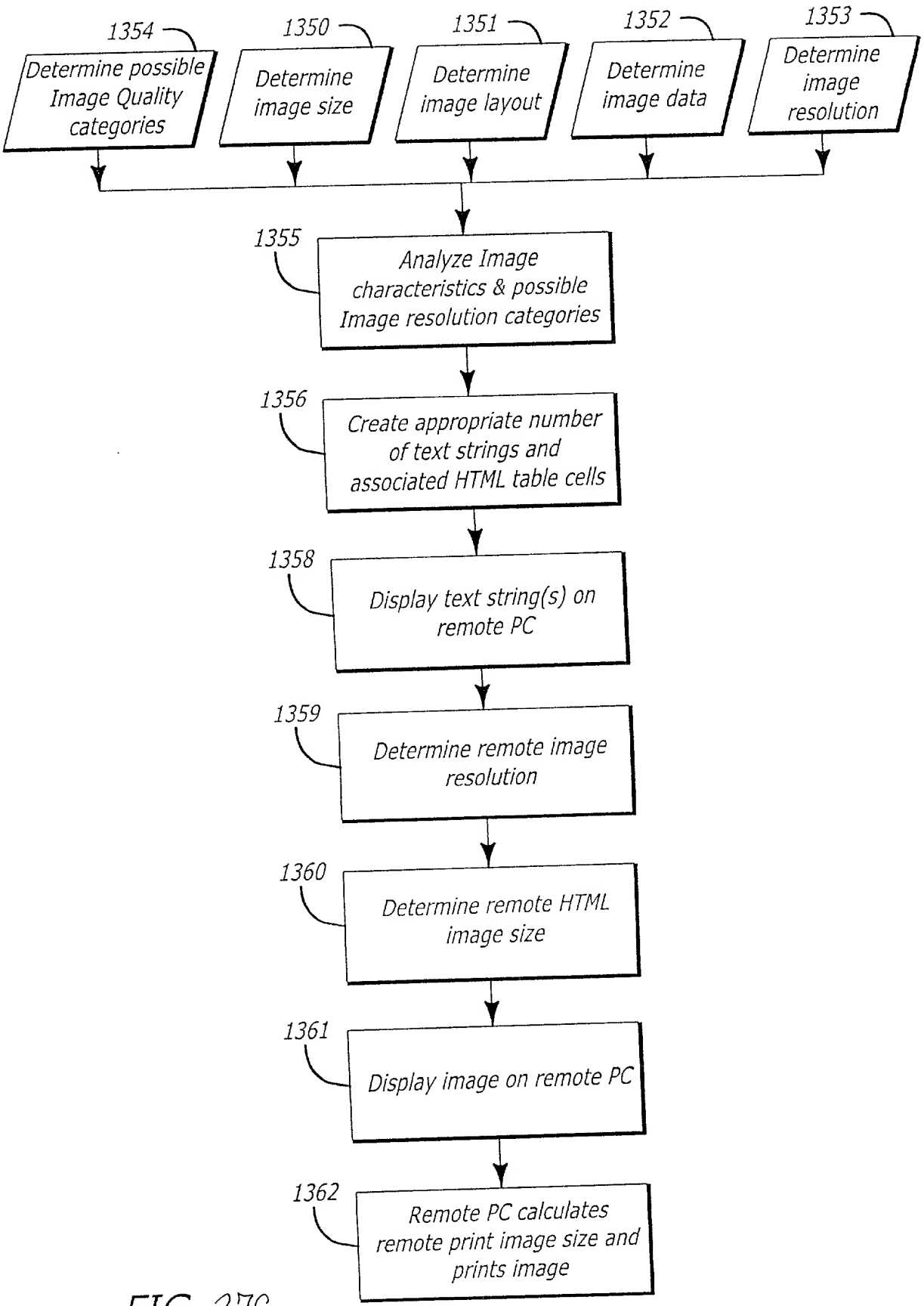

1354
Determine possible Image Quality categories
1350
Determine image size
1351
Determine image layout
1352
Determine image data
1353
Determine image resolution
1355
Analyze Image characteristics & possible Image resolution categories
1356
Create appropriate number of text strings and associated HTML table cells
1358
Display text string(s) on remote PC
1359
Determine remote image resolution
1360
Determine remote HTML image size
1361
Display image on remote PC
1362
Remote PC calculates remote print image size and prints image

FIG. 27C

Merchant Logo

Merchant Main Menu Choices

Returns Service — Return to Your Order History

Thank you for shopping Amazon.com

We will issue a refund as soon as we receive your package. — 455

Return to your **Amazon.com Welcome Page.** — 456

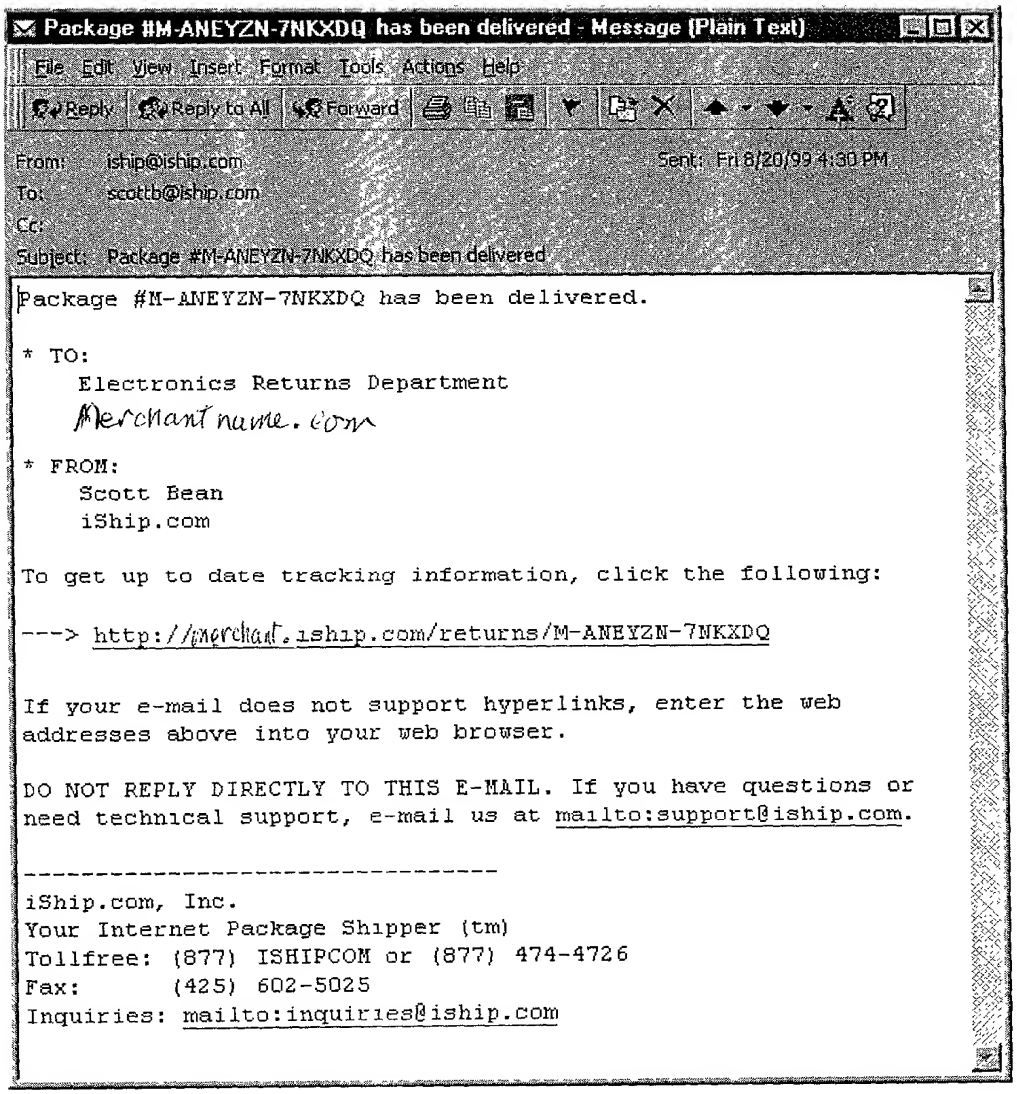
Merchant SubMenu Selections

Return to Your Order History — 406

Top of Page

FIG. 28

Back to Returns Index • Back to Package Shipped Email



Package #M-ANEYZN-7NKXDQ has been delivered - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

From: iship@iship.com Sent: Fri 8/20/99 4:30 PM

To: scottb@iship.com

Cc:

Subject: Package #M-ANEYZN-7NKXDQ has been delivered

Package #M-ANEYZN-7NKXDQ has been delivered.

* TO:
Electronics Returns Department
Merchant name. com

* FROM:
Scott Bean
iShip.com

To get up to date tracking information, click the following:

---> http://merchant.iship.com/returns/M-ANEYZN-7NKXDQ

If your e-mail does not support hyperlinks, enter the web addresses above into your web browser.

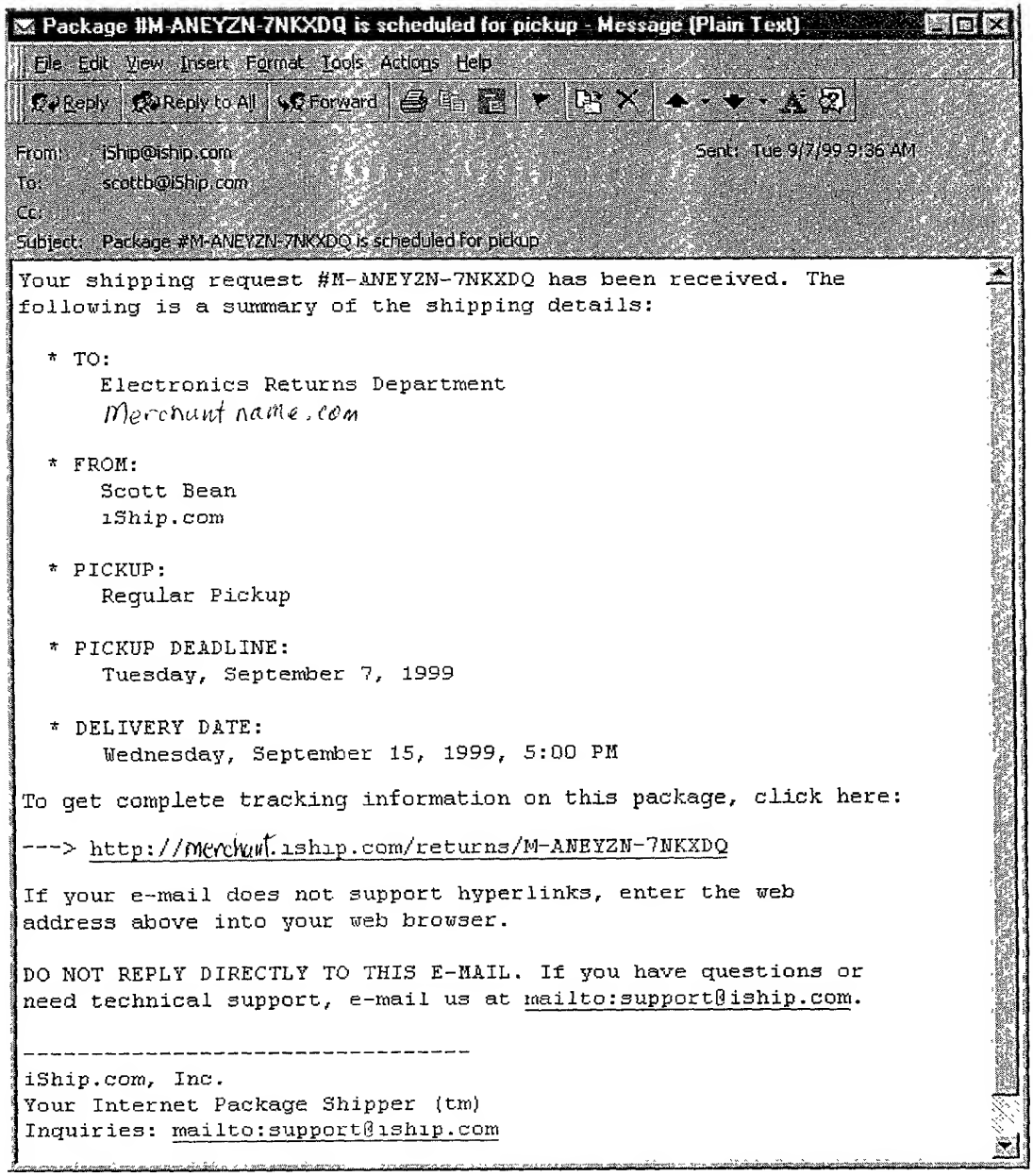
DO NOT REPLY DIRECTLY TO THIS E-MAIL. If you have questions or need technical support, e-mail us at mailto:support@iship.com.

---

iShip.com, Inc.
Your Internet Package Shipper (tm)
Tollfree: (877) ISHIPCOM or (877) 474-4726
Fax: (425) 602-5025
Inquiries: mailto:inquiries@iship.com

FIG. 29

Back to Returns Index • Forward to Return Package Delivered Email



Package #M-ANEYZN-7NKXDQ is scheduled for pickup - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

From: iShip@iship.com Sent: Tue 9/7/99 9:36 AM
To: scottb@iShip.com
Cc:
Subject: Package #M-ANEYZN-7NKXDQ is scheduled for pickup

Your shipping request #M-ANEYZN-7NKXDQ has been received. The following is a summary of the shipping details:

* TO:
  Electronics Returns Department
  Merchant name.com

* FROM:
  Scott Bean
  iShip.com

* PICKUP:
  Regular Pickup

* PICKUP DEADLINE:
  Tuesday, September 7, 1999

* DELIVERY DATE:
  Wednesday, September 15, 1999, 5:00 PM

To get complete tracking information on this package, click here:

---> http://merchant.iship.com/returns/M-ANEYZN-7NKXDQ

If your e-mail does not support hyperlinks, enter the web address above into your web browser.

DO NOT REPLY DIRECTLY TO THIS E-MAIL. If you have questions or need technical support, e-mail us at mailto:support@iship.com.

---

iShip.com, Inc.
Your Internet Package Shipper (tm)
Inquiries: mailto:support@iship.com

Fig. 30

Merchant Logo

Merchant Main Menu Choices

Returns Service — Return to Your Order History

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Merchant SubMenu Selections

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Select the items you would like to return:	**Price:**
☐ 1 of: Permission Marketing : Turning Strangers into Friends and Friends into Customers [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	$14.40
☐ 1 of: Yeah, It's That Easy [ECD] [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	$12.99
☐ 1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority.	$11.49
☐ 1 of: Odelay [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority	$12.99
☑ 1 of: Natty Dread [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
☐ 1 of: Duo [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
☐ 1 of: [illegible] [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com	$149.95

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL:	$268.65

Next Step >>

Return to Your Order History

Top of Page

FIG. 31

Merchant Logo

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Returns Service — Return to Your Order History

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Items to Return: **Price:**

☑ 1 of: Natty Dread [Audio CD] By: Charlie Hunter Quartet — $12.99 — 173

Item(s) Subtotal Before Tax: $12.99 — 173
Refunded Tax: $1.30 — 174
TOTAL: $14.29 — 172

Reason for return: 206

427 ☑ Customer Choice — 216
☐ Incorrect Item Received
☐ Arrived Damaged/Defective
☐ Other (please specify below): 425

I thought this was the Bob Marley CD, not some jazz thing.

426-1 426-2

Next Step >> 422

Return to Your Order History 406

Top of Page

FIG. 32

Merchant Logo

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Returns Service — Return to Your Order History

Returning Your Package: **Price:**

Please make sure your item is in original condition. Please use the original packaging, or other appropriate packaging. We will not issue a refund for items damaged in transit

1 of: Natty Dread [Audio CD] $12.99
By. Charlie Hunter Quartet
Reason for return: Customer Choice
Comments: I thought this was the Bob Marley CD, not some jazz thing.

TOTAL REFUND $14 29

Through our partnership with iShip com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

469 **How would you like to return the package? (Select One)**

470 (•) UPS 471 ( ) US Postal Service 472 ( ) FedEx 473 ( ) Mail Boxes Etc. 474 ( ) Retail Store

475 **Is your item packaged in the original shipping box?**

476 ( ) Yes 477 (•) No

478 **How would you like to pay for the return shipping? (Select One)**

479 (•) Credit Card: 480 (•) Visa 481 ( ) MasterCard 482 ( ) AmEx

Name on Card: Scott J. Bean — 483

Number: 4444444444444444 — 484

Expiration: 09/02 — 485

486 ( ) My Carrier Account: 487 Number:

Next Step >> — 422

Return to Your Order History — 406

Top of Page

FIG. 33

1

iShip.com

Prepare Your Shipping Estimate

To find out the available services and charges for your shipment, fill out the information below. You will be able to add service options on the next page.

To get started, simply complete the form below and choose Continue!

Enter the Shipment Weight and Packaging

My shipment will weigh: 500

lbs 2 oz. (Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds)

I am using the following packaging: 501

502 Carrier Letter 503 Carrier Box 504 Carrier Pak or Tube

505 Other packaging. The dimensions (in inches) are

506 Length in. Width in Height in.

507 The packaging is irregular or is not standard

Learn More

Enter Your Postal Codes

I will ship the item FROM:

This postal code: 91105 510

98125, for example

I will ship the item TO:

This postal code: 98125 511

98125, for example

This city: 512

This country: USA 513

The delivery address for my shipment is a: 514 Business 515 Residence

iShip com currently supports packages shipped from the U.S.

Learn More

Add Carrier Loss Protection

I want to protect my shipment from carrier loss or damage. The value of the contents is. 516

$

Most services automatically protect your shipment up to $100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.

Learn More

Cancel 125 Continue >> 422

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FIG. 34

iShip.com

Select Your Options

Select Your Carriers

I will ship my item using any of the following carriers:

520 ☑ AIRBORNE EXPRESS 521 ☑ FedEx

522 ☑ UPS 523 ☑ UNITED STATES POSTAL SERVICE

Note. Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown

Select Your Drop-Off/Pickup Option

I will ship my package from:

524 [My location by calling the carrier for pickup ▼] 525

OR

My Drop-Off/Pickup Option is different for each carrier:

Advanced 526

If you are unsure of which shipping location to select, click the Learn More button for more information. Learn More 527

Enter Your Handling Charges

I will add labor or materials fees to my shipping charge:

[ ] % of shipping charges and/or

$[ ] fixed amount

You will see the total of carrier shipping charges plus your handling charges. Learn More

Select Your Shipping Date

I will ship my item on:

530 [3/21/00 - Today ▼] 531 Learn More

Select Tracking

I want to be able to track the shipment until it has been delivered:

532 ○ Required 533 ● Optional Learn More

<< Back Continue >> 422

540

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FIG. 35

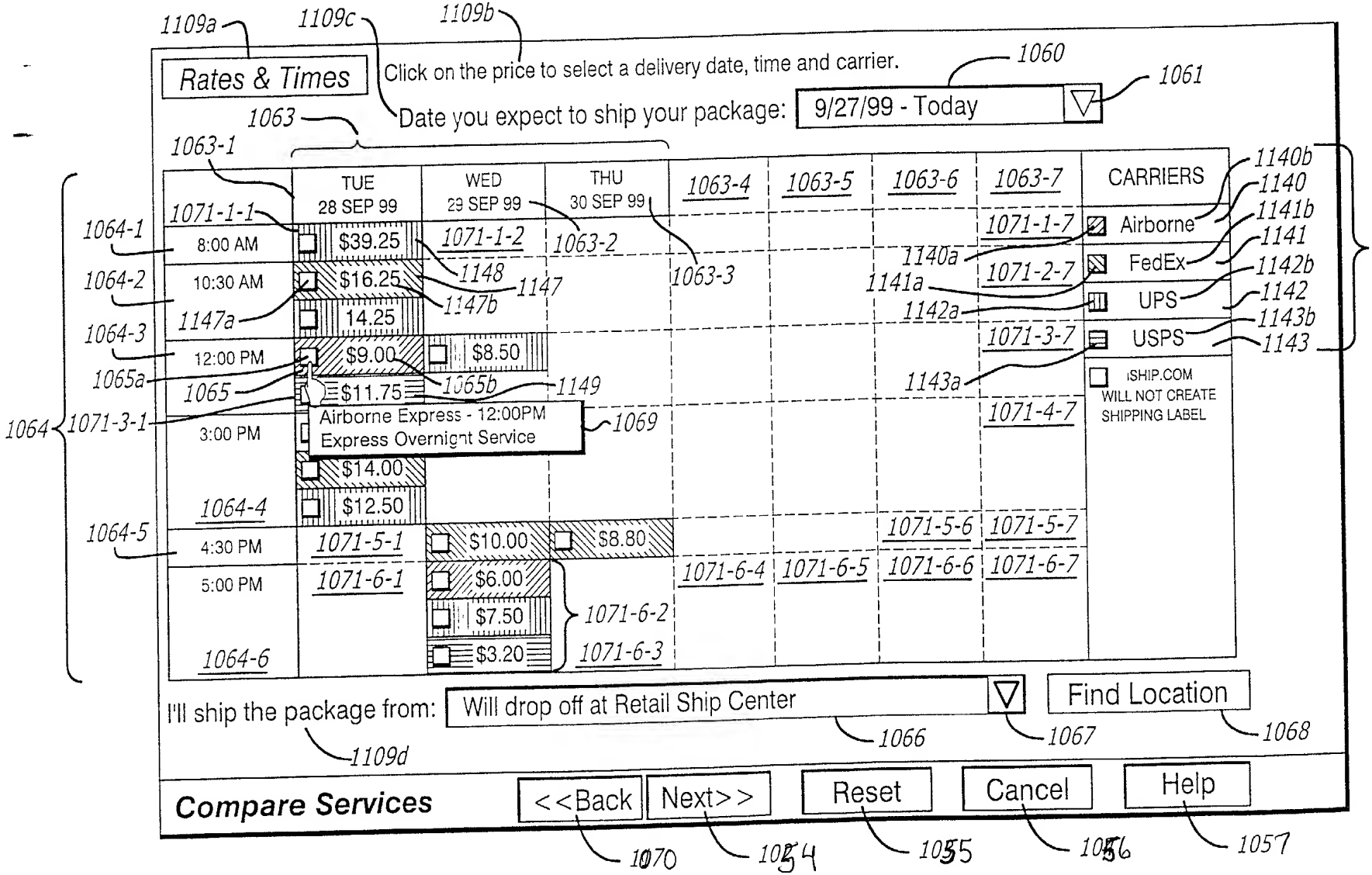
Rates & Times
Click on the price to select a delivery date, time and carrier.
Date you expect to ship your package:
9/27/99 - Today
TUE 28 SEP 99
WED 29 SEP 99
THU 30 SEP 99
CARRIERS
Airborne
FedEx
UPS
USPS
8:00 AM
10:30 AM
12:00 PM
3:00 PM
4:30 PM
5:00 PM
$39.25
$16.25
14.25
$9.00
$8.50
$11.75
$14.00
$12.50
$10.00
$8.80
$6.00
$7.50
$3.20
Airborne Express - 12:00PM
Express Overnight Service
iSHIP.COM
WILL NOT CREATE
SHIPPING LABEL
I'll ship the package from:
Will drop off at Retail Ship Center
Find Location
Compare Services
<<Back
Next>>
Reset
Cancel
Help
1109a
1109c
1109b
1060
1061
1063
1063-1
1063-2
1063-3
1063-4
1063-5
1063-6
1063-7
1062
1140b
1140
1141b
1141
1142b
1142
1143b
1143
1064
1064-1
1064-2
1064-3
1064-4
1064-5
1064-6
1065
1065a
1065b
1071-1-1
1071-1-2
1071-1-7
1071-2-7
1071-3-1
1071-3-7
1071-4-7
1071-5-1
1071-5-6
1071-5-7
1071-6-1
1071-6-2
1071-6-3
1071-6-4
1071-6-5
1071-6-6
1071-6-7
1069
1147
1147a
1147b
1148
1149
1140a
1141a
1142a
1143a
1109d
1066
1067
1068
1070
1054
1055
1056
1057

FIG. 36a

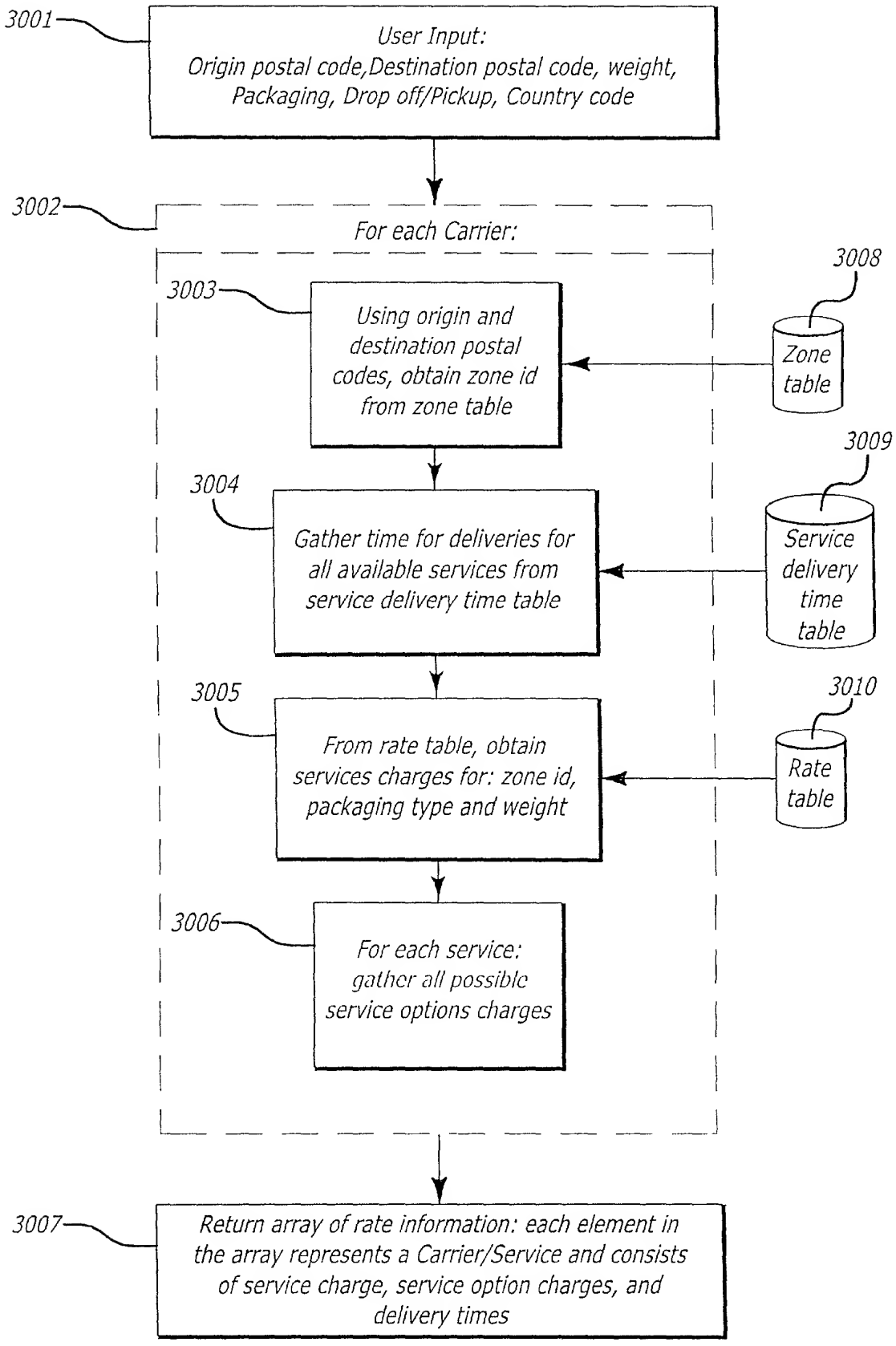
3001
User Input:
Origin postal code,Destination postal code, weight,
Packaging, Drop off/Pickup, Country code
3002
For each Carrier:
3003
Using origin and destination postal codes, obtain zone id from zone table
3008
Zone table
3004
Gather time for deliveries for all available services from service delivery time table
3009
Service delivery time table
3005
From rate table, obtain services charges for: zone id, packaging type and weight
3010
Rate table
3006
For each service: gather all possible service options charges
3007
Return array of rate information: each element in the array represents a Carrier/Service and consists of service charge, service option charges, and delivery times

FIG. 36b

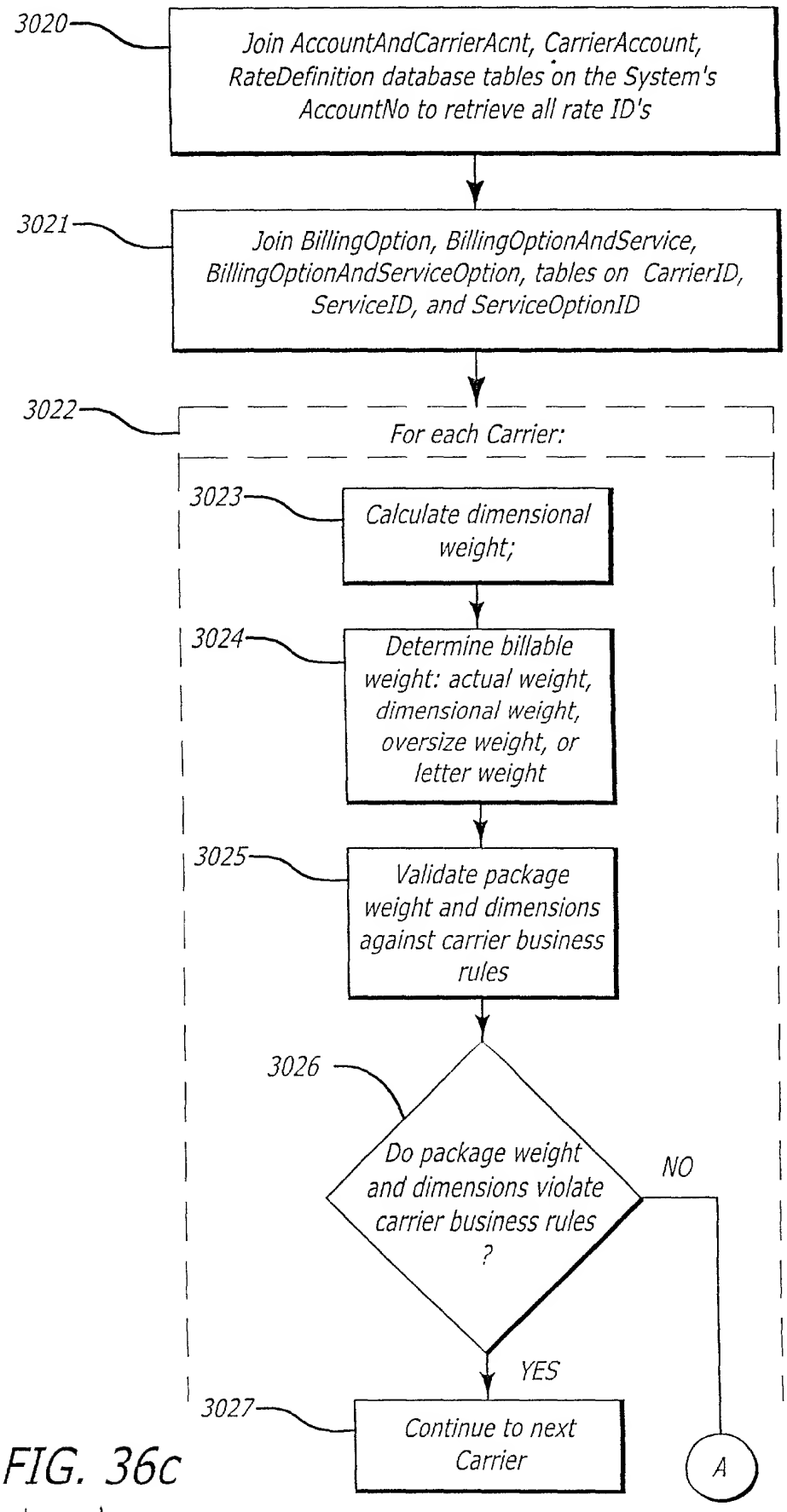
3020
Join AccountAndCarrierAcnt, CarrierAccount, RateDefinition database tables on the System's AccountNo to retrieve all rate ID's
3021
Join BillingOption, BillingOptionAndService, BillingOptionAndServiceOption, tables on CarrierID, ServiceID, and ServiceOptionID
3022
For each Carrier:
3023
Calculate dimensional weight;
3024
Determine billable weight: actual weight, dimensional weight, oversize weight, or letter weight
3025
Validate package weight and dimensions against carrier business rules
3026
Do package weight and dimensions violate carrier business rules ?
NO
YES
3027
Continue to next Carrier
A

FIG. 36c

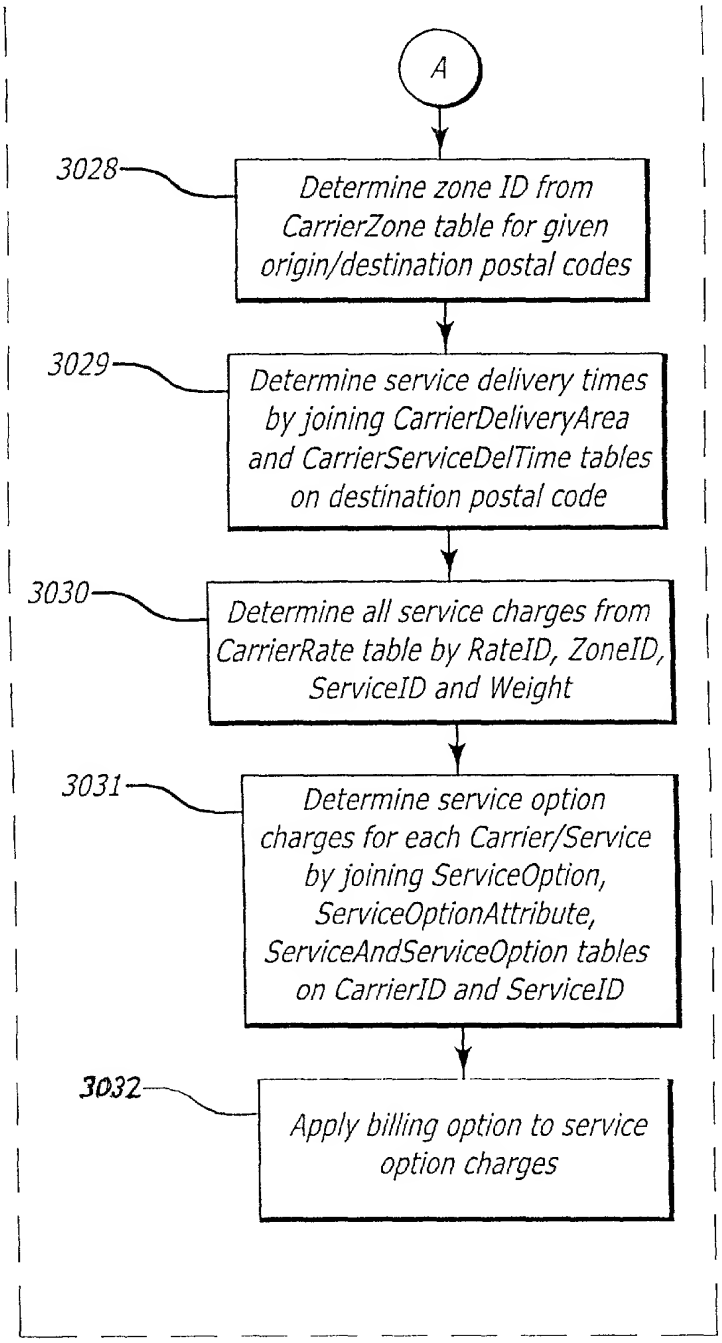
A
3028
Determine zone ID from CarrierZone table for given origin/destination postal codes
3029
Determine service delivery times by joining CarrierDeliveryArea and CarrierServiceDelTime tables on destination postal code
3030
Determine all service charges from CarrierRate table by RateID, ZoneID, ServiceID and Weight
3031
Determine service option charges for each Carrier/Service by joining ServiceOption, ServiceOptionAttribute, ServiceAndServiceOption tables on CarrierID and ServiceID
3032
Apply billing option to service option charges

FIG. 36d

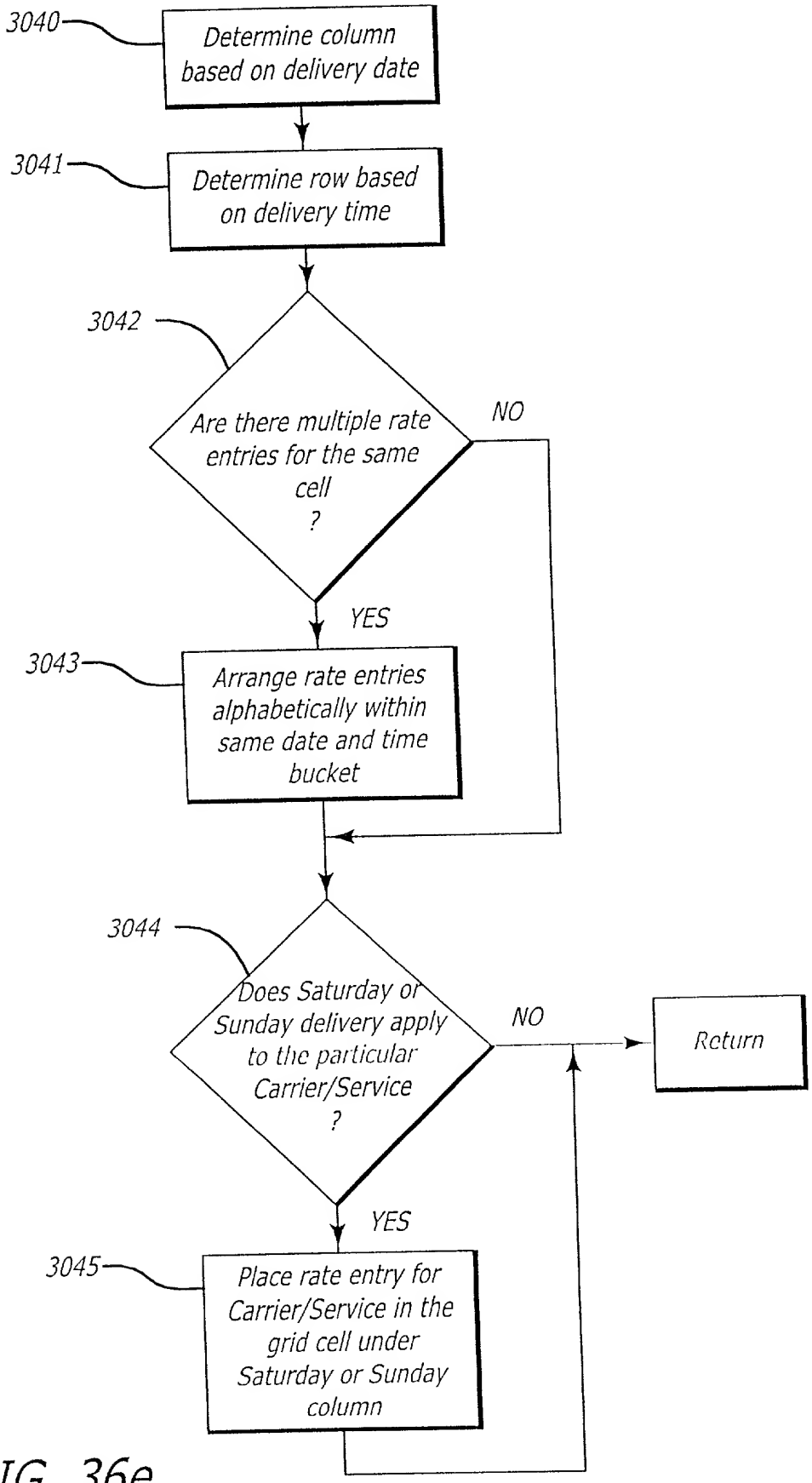
3040
Determine column based on delivery date
3041
Determine row based on delivery time
3042
Are there multiple rate entries for the same cell ?
NO
YES
3043
Arrange rate entries alphabetically within same date and time bucket
3044
Does Saturday or Sunday delivery apply to the particular Carrier/Service ?
NO
Return
YES
3045
Place rate entry for Carrier/Service in the grid cell under Saturday or Sunday column

FIG. 36e

1

iShip.com

Shipping Charges and Delivery Times

RATES & DELIVERY TIMES - Place cursor over square next to the rate to view carrier and service

	WED 22MAR00	THU 23MAR00	FRI 24MAR00
8:00 AM	$42.00		
10:30 AM	$18.45		
	$17.00		
12:00 PM	$20.00	$10.90 (549)	
3:00 PM	$16.65		
	$16.25		
4:30 PM		$11.50	$10.16
END OF DAY		$10.00	
		$11.45	

CARRIERS

- FedEx
- UPS
- USPS

To view a printable summary, click on a rate.

Learn More (527)

I want a guaranteed delivery time: (550) (551) Yes (552) No

(540) << Back | Update (560) | Done (561)

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FIG. 37

iShip.com

Summary

Shipment	**Origin Postal Code:**	91105
	Destination Country:	USA
	Destination Postal Code:	98125
	Actual Weight:	0.125
	Billed Weight:	1 lbs.
	Packaging:	Carrier Letter
	Service:	UPS Second Day Air AM
	Service Options:	None Chosen
Charges	**Service:**	$ 10 80
	Service Options:	$ 0.00
	Total:	**$ 10.80**

To arrange for pickup, contact UPS at: 1-800-PICK-UPS (1-800-742-5877)
To find a drop off location near you, click here.

<< Back | Done

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FIG. 38

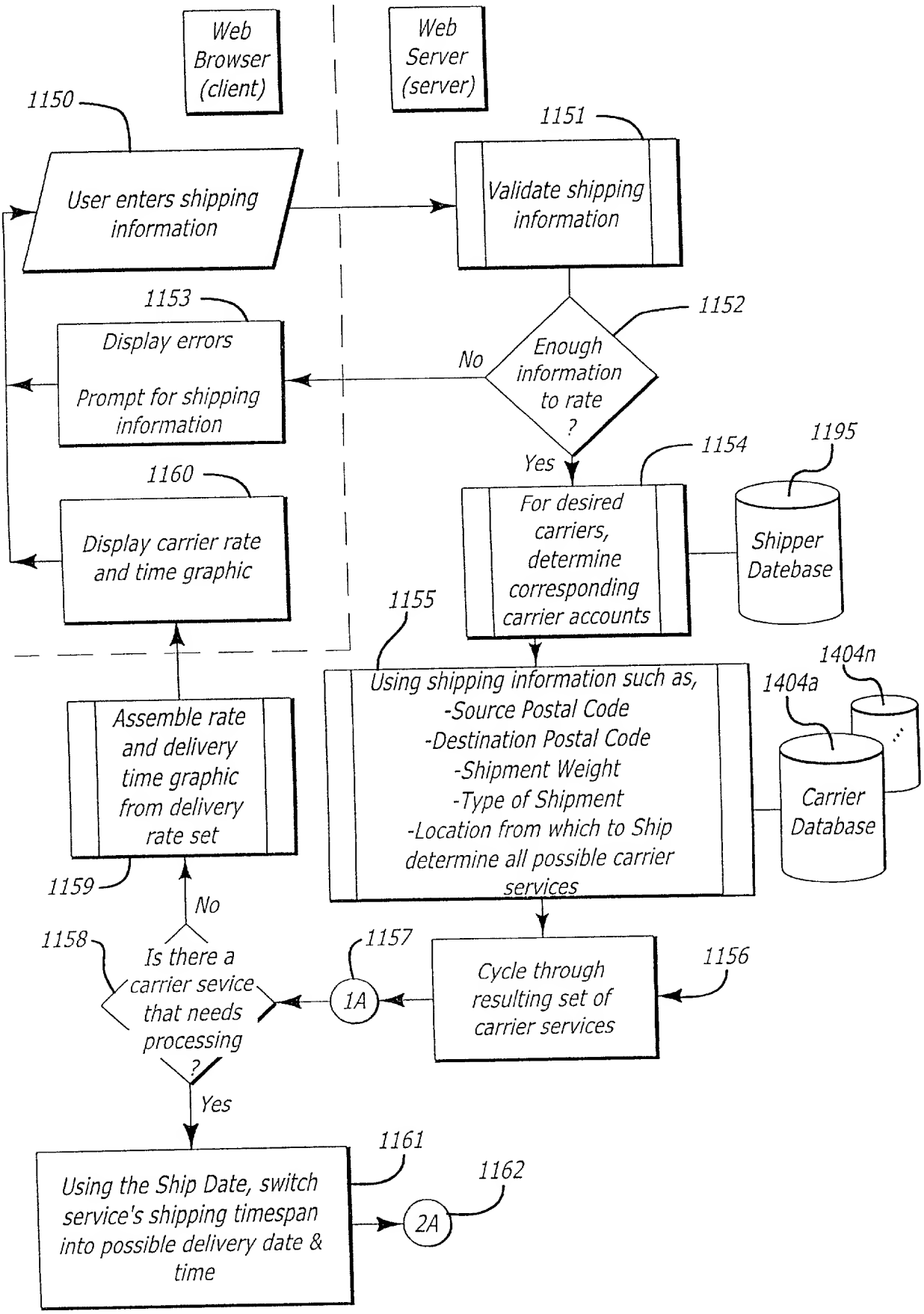

Web Browser (client)
Web Server (server)
1150
User enters shipping information
1151
Validate shipping information
1152
Enough information to rate ?
No
Yes
1153
Display errors
Prompt for shipping information
1154
For desired carriers, determine corresponding carrier accounts
1195
Shipper Datebase
1160
Display carrier rate and time graphic
1155
Using shipping information such as,
-Source Postal Code
-Destination Postal Code
-Shipment Weight
-Type of Shipment
-Location from which to Ship
determine all possible carrier services
1404n
1404a
Carrier Database
Assemble rate and delivery time graphic from delivery rate set
1159
No
1158
Is there a carrier sevice that needs processing ?
1157
1A
Cycle through resulting set of carrier services
1156
Yes
1161
Using the Ship Date, switch service's shipping timespan into possible delivery date & time
1162
2A

FIG. 39a

FIG. 39b

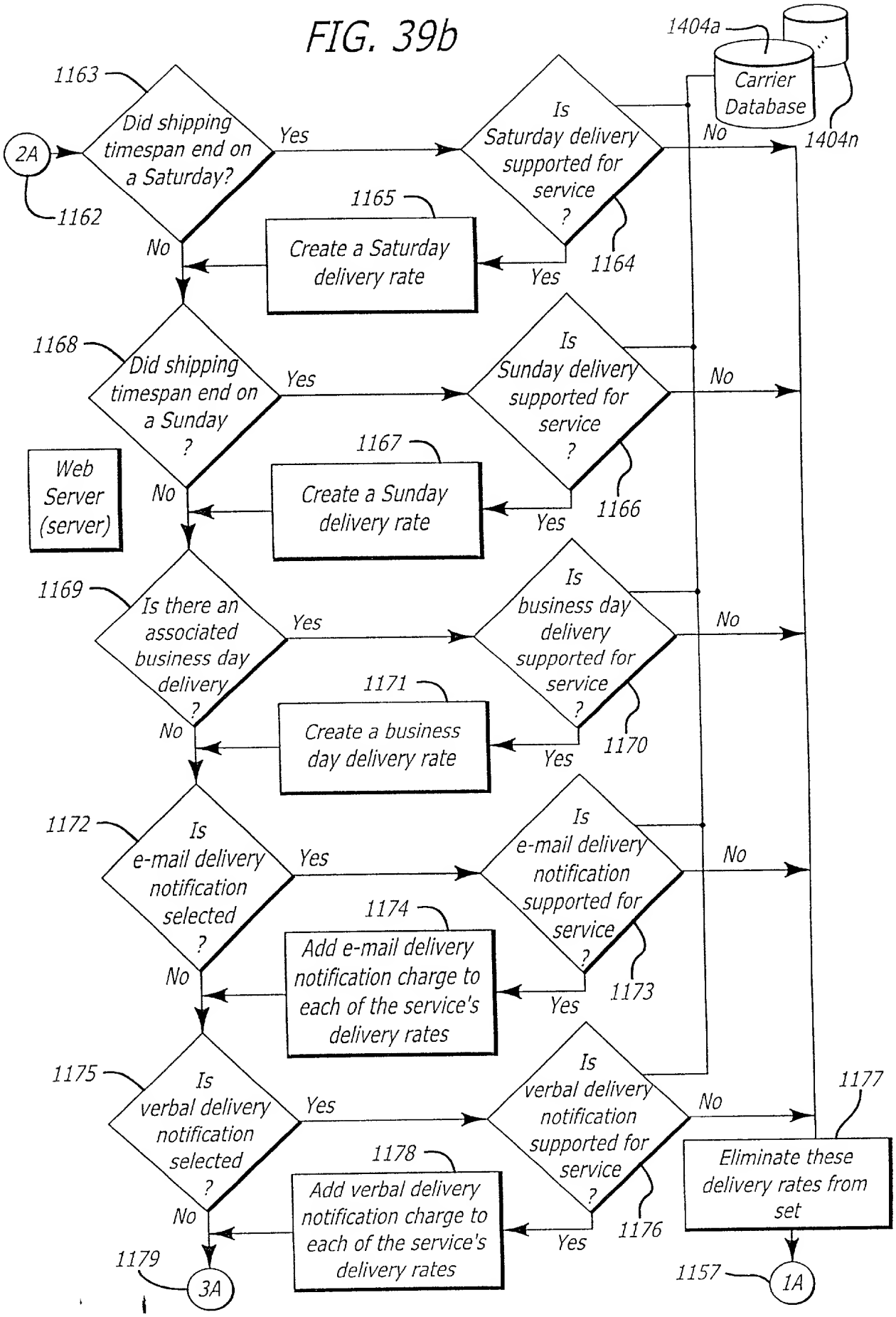
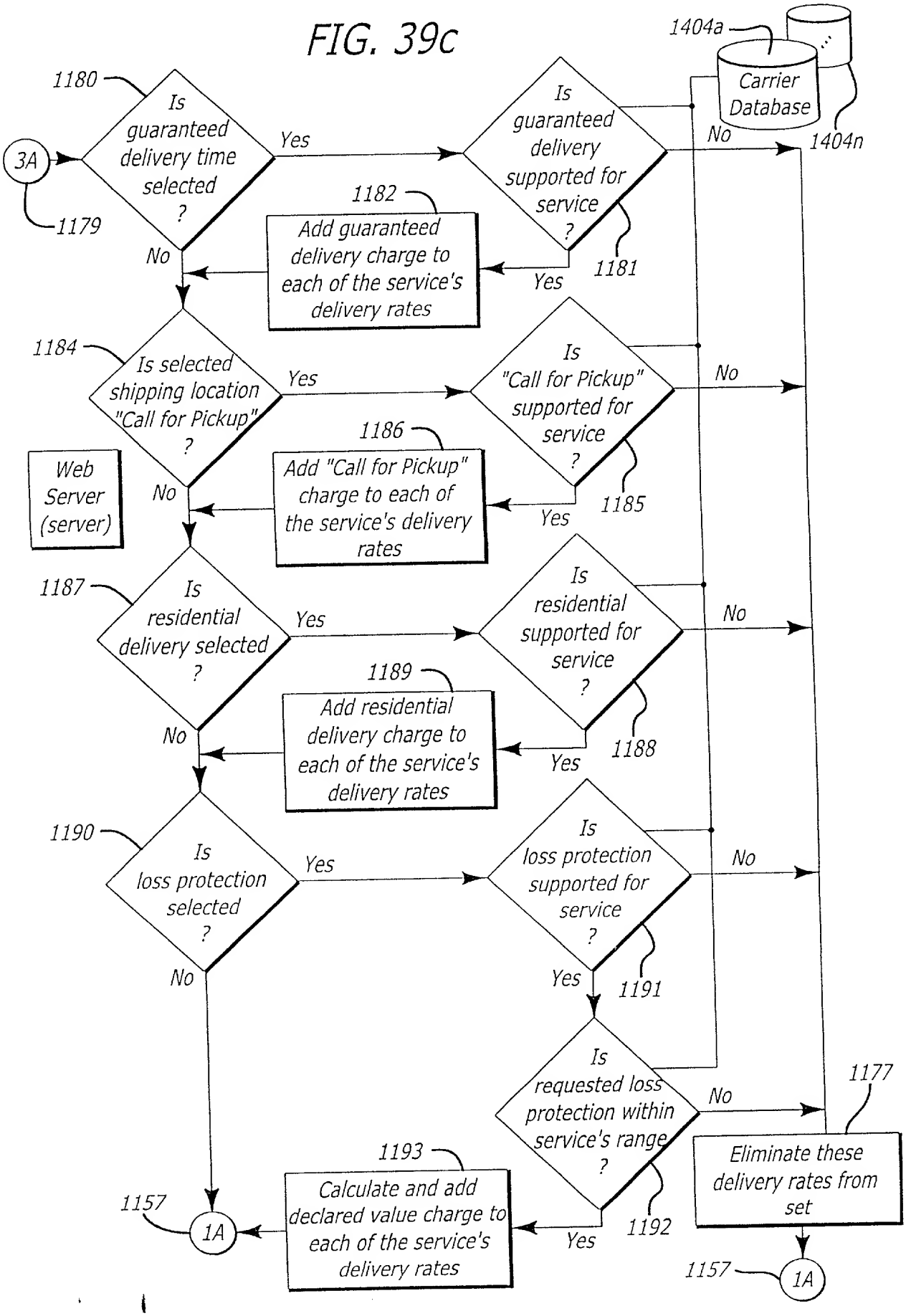

1404a
Carrier Database
1404n
1163
Did shipping timespan end on a Saturday?
2A
1162
Yes
No
Is Saturday delivery supported for service ?
1164
No
Yes
1165
Create a Saturday delivery rate
1168
Did shipping timespan end on a Sunday ?
Yes
No
Is Sunday delivery supported for service ?
1166
No
Yes
1167
Create a Sunday delivery rate
Web Server (server)
1169
Is there an associated business day delivery ?
Yes
No
Is business day delivery supported for service ?
1170
No
Yes
1171
Create a business day delivery rate
1172
Is e-mail delivery notification selected ?
Yes
No
Is e-mail delivery notification supported for service ?
1173
No
Yes
1174
Add e-mail delivery notification charge to each of the service's delivery rates
1175
Is verbal delivery notification selected ?
Yes
No
Is verbal delivery notification supported for service ?
1176
No
Yes
1178
Add verbal delivery notification charge to each of the service's delivery rates
1177
Eliminate these delivery rates from set
1179
3A
1157
1A

FIG. 39c


1404a
Carrier Database
1404n
1180
Is guaranteed delivery time selected ?
Yes
No
3A
1179
Is guaranteed delivery supported for service ?
1181
1182
Add guaranteed delivery charge to each of the service's delivery rates
1184
Is selected shipping location "Call for Pickup" ?
Yes
No
Is "Call for Pickup" supported for service ?
1185
1186
Add "Call for Pickup" charge to each of the service's delivery rates
Web Server (server)
1187
Is residential delivery selected ?
Yes
No
Is residential supported for service ?
1188
1189
Add residential delivery charge to each of the service's delivery rates
1190
Is loss protection selected ?
Yes
No
Is loss protection supported for service ?
1191
Is requested loss protection within service's range ?
1192
1177
Eliminate these delivery rates from set
1193
Calculate and add declared value charge to each of the service's delivery rates
1157
1A

Merchant Logo

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Order Summary — Return to Your Order History

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Shipping Address:
Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Returns? Click Here:
Return services [illegible]ship.com

iShip.com
Your Internet Package Shipper™

Ship Method:	Number of Shipments:	Payment Method:
Standard Shipping	One shipment when complete order is ready	Visa Last 5 digits. 26781

Items Ordered:	Price:
1 of: Permission Marketing : Turning Strangers into Friends and Friends into Customers [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	$14.40
1 of: Yeah, It's That Easy [ECD] [Audio CD] By: G Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	$12.99
1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority.	$11.49
1 of: Odelay [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
1 of: Natty Dread [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
1 of: Duo [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
1 of: RCA WSP150 900MHz Wireless Speakers [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com	$149.95

405

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL:	$268.65

Return to Your Order History

Top of Page

FIG. 40

Merchant Logo

Merchant Main Menu Choices

Merchant SubMenu Selections

Package Tracking Results — Return to Your Order History

Tracking Information:

Status:	DELIVERED
Delivered To:	Bellevue, WA USA
Delivery Date:	Thursday, July 22, 1999
Delivery Time:	9:13 AM
Delivery Location:	Reception
Signed By:	Bourne
Carrier:	UPS
Service	Ground
Tracking Number:	1Z53X86X0302121560

Shipping Address:
Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Tracking Services By:
iShip.com
Your Internet Package Shipper™

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Return to Your Order History

Top of Page

FIG. 41

Merchant Logo

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Order Summary — Return to Your Order History

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Shipping Address:
Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Returns? Click Here:
Return services ... ship.com

iShip.com
Your Internet Package Shipper

Ship Method:	Number of Shipments:	Payment Method:
Standard Shipping	One shipment when complete order is ready	Visa Last 5 digits: 26781

Items Ordered:	Price:
1 of: Permission Marketing : Turning Strangers into Friends and Friends into Customers [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	$14.40
1 of: Yeah, It's That Easy [ECD] [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class.	$12.99
1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD] By: AC, DC 1 shipped on Jul. 19, 1999 via US Priority.	$11.49
1 of: Odelay [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
1 of: Natty Dread [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
1 of: Duo [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority.	$12.99
1 of: RCA WSP150 900MHz Wireless Speakers [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com	$149.95

405

Item(s) Subtotal:	$227.80
Shipping & Handling.	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL:	$268.65

Return to Your Order History

Top of Page

FIG. 42

iShip.com

Track Your Package

Track your package in one easy step. Enter the package tracking number in the field below and then click on Submit. In moments you'll learn where your package is and, if it's been delivered, who signed for it.

Learn More

Enter tracking number: 601

Submit 602 Close 603

Tracking provided for

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D6D3D3D3D3D3D3D4

FIG. 43

iShip.com

Track Your Package

Track your package in one easy step Enter the package tracking number in the field below and then click on Submit. In moments you'll learn where your package is and, if it's been delivered, who signed for it.

Learn More

Enter tracking number: 1Z53X86X0302121560 601

Submit 602 Close 603

Tracking provided for

AIRBORNE EXPRESS DHL WORLDWIDE EXPRESS UPS FedEx UNITED STATES POSTAL SERVICE YELLOW

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U.S. Patent Jun. 26, 2001 Sheet 4 of 6 US 6,253,188 B1

Fig. 4A

iShip.com

Your Tracking Information

Status:	**DELIVERED**
Last Scan:	**3/3/00 3:53:00 PM DELIVERY SAN ANTONIO-SOUTHWES, TX US**
Delivered To:	**SAN ANTONIO, TX US**
Delivery Date:	**Friday, March 3, 2000**
Delivery Time:	**3:53:00 PM**
Delivery Location	**PORCH**
Carrier:	**UPS**
Service.	**GROUND**
Tracking Number:	**1Z53X86X0302121560**

Done

Status as of Tuesday. March 21, 2000 2 26.19 PM Pacific Standard Time

Learn More

Track Another Package

Enter tracking number: Submit

601 602

Tracking provided for

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FIG. 45

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

View Inbound Return Shipments

User: John Smith

View Inbound Return Shipments

620 DISPLAY: All Returns 621 | 628 SERVICE CARRIER | 622 TO BE DELIVERED: Today 623 | Update View 626 | SORT BY: Status 624 625

627 RETURNED FROM | SHIP DATE 629 | DELIVERED DATE 630 | DESTINATION 631 | 632 RETURN REQUESTED (M A5UWAN PLF45T) | 633

Suzanna Smith 627-1	Retail Store Return 628-1	9/7//99 9/7/99 5:00 PM ** 629-1 630-1	008-NYC 631-1	DETAILS... 640
RETURN REQUESTED (M A5UWAN GDMF8K)				
Conrad Dobler	Retail Store Return	9/7//99 9/7/99 5:00 PM **	235-Chicago	DETAILS...
RETURN REQUESTED (M A5UWAN C2MYK8)				
Julie Diener	Retail Store Return	9/7//99 9/7/99 5 00 PM **	016-San Jose	DETAILS..
IN-TRANSIT (M A5UWAN YM2DYN)				
Jennifer Chase	Ground ARS UPS	9/1//99 9/7/99 5 00 PM **	ReturnsCenter	DETAILS...
IN-TRANSIT (M A5UWAN UWQ7V1)				
Gianpietro Ottolini	Ground UPS	9/1//99 9/7/99 5 00 PM **	ReturnsCenter	DETAILS...
IN-TRANSIT (M A5UWAN F38YWN)				
Caroline Richardson	Ground ARS UPS	9/1//99 9/7/99 5 00 PM **	ReturnsCenter	DETAILS ..
IN-TRANSIT (M A5UWAN U3FJHV)				
Bernard Simpson	Ground ARS UPS	9/1//99 9/7/99 5 00 PM **	ReturnsCenter	DETAILS..
IN-TRANSIT (M A5UWAN 2NRDJE)				
Carla Smith	Ground ARS UPS	9/1//99 9/7/99 5 00 PM **	ReturnsCenter	DETAILS...
IN-TRANSIT (M A5UWAN UDD1XF)				
Larry Schweitzberg	Ground ARS UPS	9/1//99 9/7/99 5 00 PM **	ReturnsCenter	DETAILS...
IN-TRANSIT (M A5UWAN NV35Z6)				
Hermann's German Auto Parts Georgia Schrader	Standard Overnight FedEx	9/699 9/7/99 5 00 PM **	ReturnsCenter	DETAILS...
IN-TRANSIT (M A5UWAN DB9K4V)				
California Creative Ernesto Storthenser	One Day (PM) UPS	9/6/99 9/7/99 5 00 PM **	ReturnsCenter	DETAILS...
DELIVERED (M A5UWAN 3TNCHR)				
Baja Technologies Robert O'Farrell	Two Days (AM) UPS	9/5/99 9/7/99 4 18 AM	ReturnsCenter	DETAILS...
DELIVERED (M A5UWAN 9ETV6F)				
iShip com Scott J Bean	Ground ARS UPS	9/5/99 9/7/99 4 18 AM	ReturnsCenter	DETAILS...

** indicates expected delivery date and time

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FIG. 46

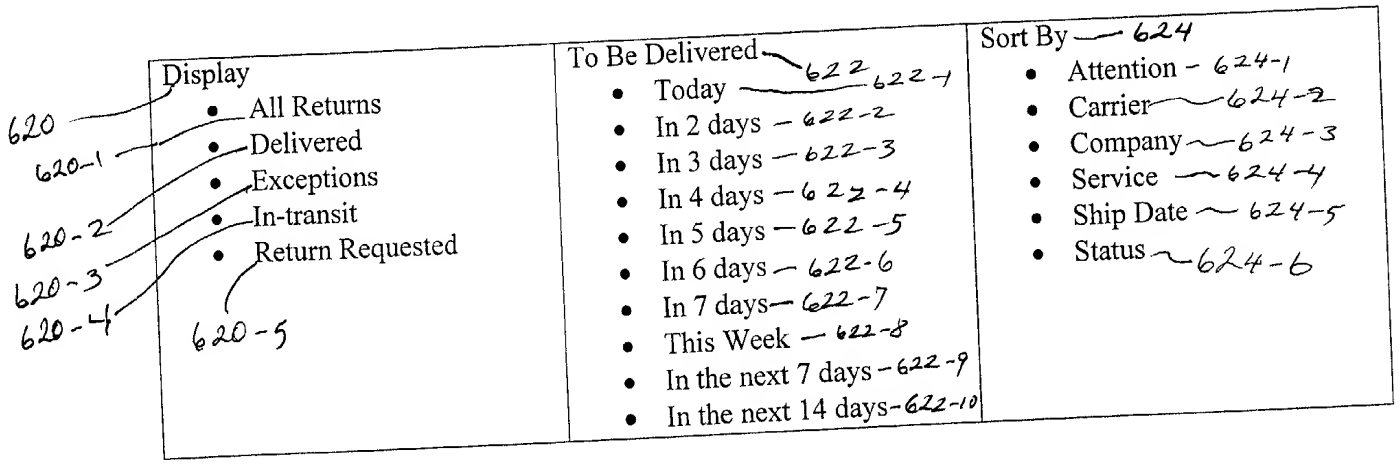
620
620-1
620-2
620-3
620-4
620-5
Display
All Returns
Delivered
Exceptions
In-transit
Return Requested
To Be Delivered
622
Today
622-1
In 2 days
622-2
In 3 days
622-3
In 4 days
622-4
In 5 days
622-5
In 6 days
622-6
In 7 days
622-7
This Week
622-8
In the next 7 days
622-9
In the next 14 days
622-10
Sort By
624
Attention
624-1
Carrier
624-2
Company
624-3
Service
624-4
Ship Date
624-5
Status
624-6

FIG. 47

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

View Inbound Return Shipments

User: John Smith

Return to View Inbound Return Shipments 680

650 **Tracking Information**

Status:	RETURN REQUESTED
Delivered To:	
Delivery Date:	Tuesday, September 7, 1999**
Delivery Time:	5:00 PM**
Delivery Location:	
Signed By:	
Carrier:	Retail Store Return
Service:	
Tracking Number:	M A5UWAN PLF45T
Ref Number:	633

Shipping To
Merchant Name Retail Store
008-NYC
6000 Fifth Avenue
New York, NY 10001 USA
888-555-1212

** *indicates* expected delivery date and time

660 **Return Information**

Return Authorization Number:	R-52586-98411
Category:	Audio CD
SKU:	GEFWSP150-001
Item Description:	Natty Dread
Manufacturer:	Charlie Hunter Quartet
Quantity:	1
Item Price:	$12.99
Item Tax:	$1.30
Refund Amount:	$14.29
Reason for Return:	Customer Choice
Customer Comments:	I thought this was the Bob Marley CD, not some jazz thing.
Shipping Paid By:	N/A - walk-in return

670 **Original Order Information**

Order Number:	A-52586-98411
Order Date:	July 19, 1999 at 09:58 AM PDT
Order Status:	All items shipped
Customer Name:	Suzanna Smith
Customer ID:	00184322 627-1

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FIG. 48

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper™

Reports, Graphs, and Data Export

User: John Smith

Generate standard reports and graphs, and export data.

Report over time by:

- SKU
- status: requested, in-transit, delivered
- carrier
- dollars: item price, tax, total
- reasons: total count, list all
- return center: online and offline returns
- paid by merchant, paid by customers
- customer

Time slices: date, date range, selections for current/last/next day, week, month, month, quarter, year.

Single-click graph of reports.

Export any report to tab-delimited text file, Excel, etc. for correlation with data from other systems.

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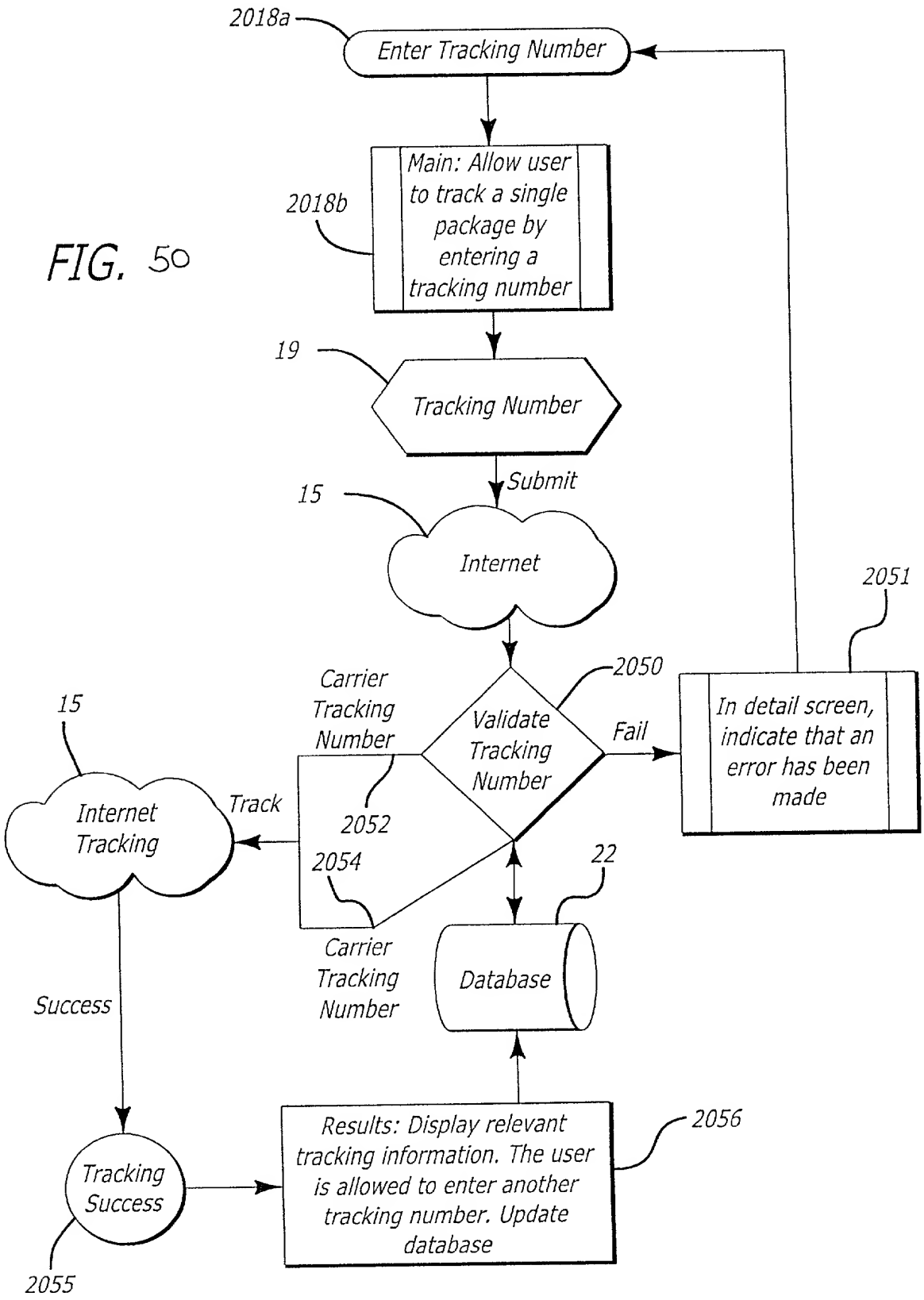
FIG. 49

FIG. 50


2018a
Enter Tracking Number
Main: Allow user to track a single package by entering a tracking number
2018b
19
Tracking Number
Submit
15
Internet
2051
2050
Carrier Tracking Number
Validate Tracking Number
Fail
In detail screen, indicate that an error has been made
15
Internet Tracking
Track
2052
2054
22
Carrier Tracking Number
Database
Success
Tracking Success
2055
Results: Display relevant tracking information. The user is allowed to enter another tracking number. Update database
2056

```
<iship.com.request xmins="x-schema:http://iship.com/api/schema/trackrequest.xmi"
transactionid="3855BD2185E111d3984400A0C9D6C226">
        <header mode="interactive">
                <version major="0" minor="1"/>
            <batch id="AE5E54F08E2311d3984900A0C9D6C226"
            url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
        </header>
        <sigon sessionid="" userid="test" password="7777777"/>
        <trackit>
                <package sequencenumber="1">
                        <trackingnumber carrier="ups">
                                1Z1812530202075466
                        </trackingnumber>
                </package>
        </trackit>
        <logoff/>
</iship.com.request>
```

FIG. 51

```
<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
        <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
         systemrcode="0"/>
         <trackit>
                 <package sequencenumber="1" packagercode="0">
                         <deliveredto></deliveredto>
                         <deliverylocation>LEFT AT 3S</deliverylocation>
                         <signedby>HOWARD</signby>
                         <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan
                         <status>Delivered</status>
                         <deliverytime>9/1/99 1:50:00 PM</deliverytime>
                         <carrier>UPS</carrier>
                         <service>2ND DAY AIR</service>
                         <shipdate>8/28/99 </shipdate>
                         <trackingnumber>1Z1812530202075466</trackingnumber>
                         <scanlocation>FORT HAMILTON, NY US</scanlocation>
                         <weight>400</weight>
                 </package>
        </trackit>
 <iship.com.response>
```

FIG. 52

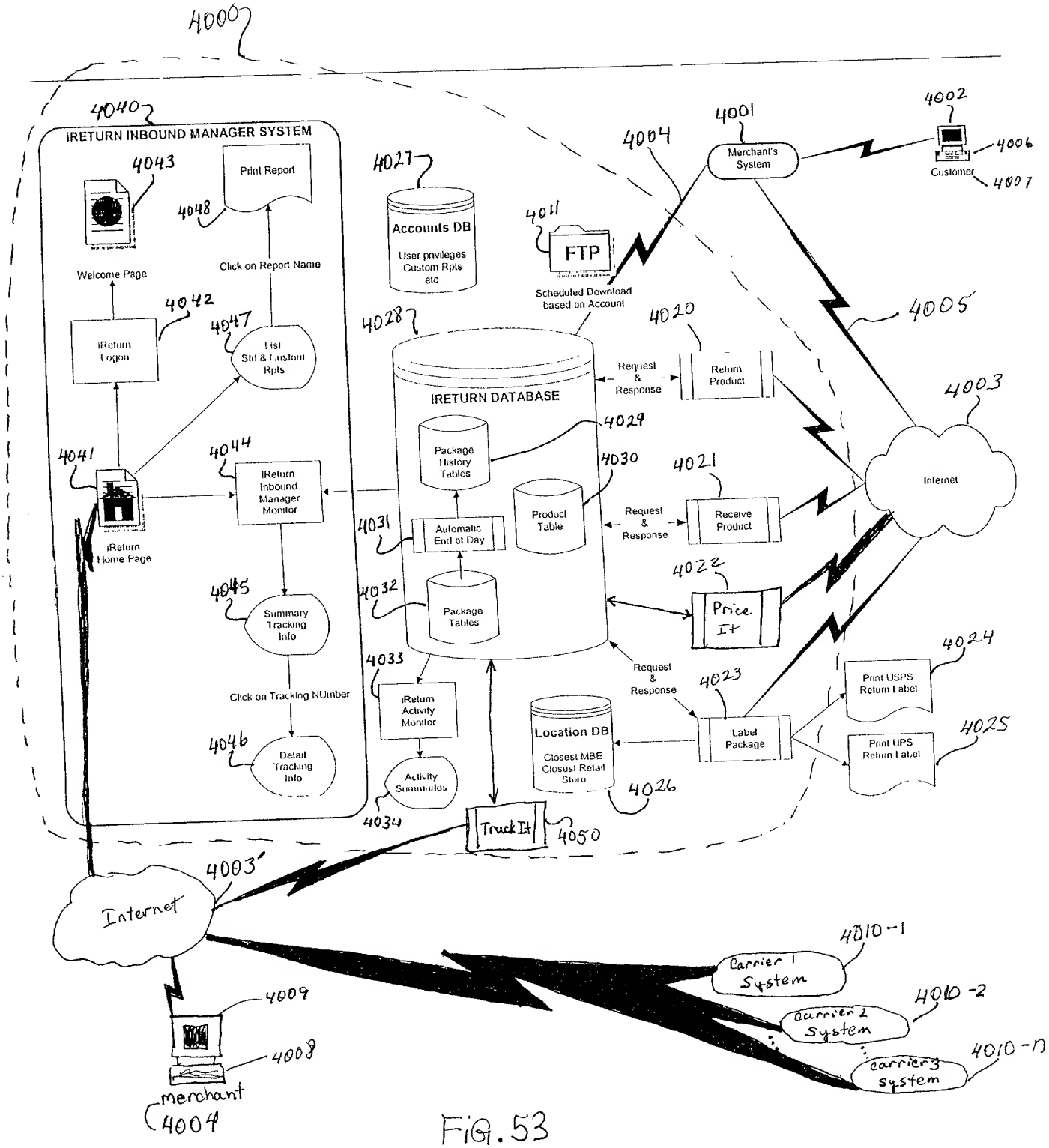

4000
4040
iRETURN INBOUND MANAGER SYSTEM
4043
Print Report
4048
Welcome Page
Click on Report Name
4042
iReturn Logon
4047
List Std & Custom Rpts
4041
4044
iReturn Inbound Manager Monitor
iReturn Home Page
4045
Summary Tracking Info
Click on Tracking NUmber
4046
Detail Tracking Info
4027
Accounts DB
User privileges Custom Rpts etc
4011
FTP
Scheduled Download based on Account
4028
IRETURN DATABASE
4029
Package History Tables
4030
Product Table
4031
Automatic End of Day
4032
Package Tables
4033
iReturn Activity Monitor
Activity Summaries
4034
Location DB
Closest MBE
Closest Retail Store
4026
Track It
4050
4001
Merchant's System
4004
4002
Customer
4006
4007
4005
4020
Request & Response
Return Product
4003
Internet
4021
Request & Response
Receive Product
4022
Price It
Request & Response
4023
Label Package
4024
Print USPS Return Label
4025
Print UPS Return Label
4003'
Internet
4010-1
Carrier 1 System
4010-2
Carrier 2 System
4010-n
Carrier 3 System
4009
4008
merchant
4004

FIG. 53

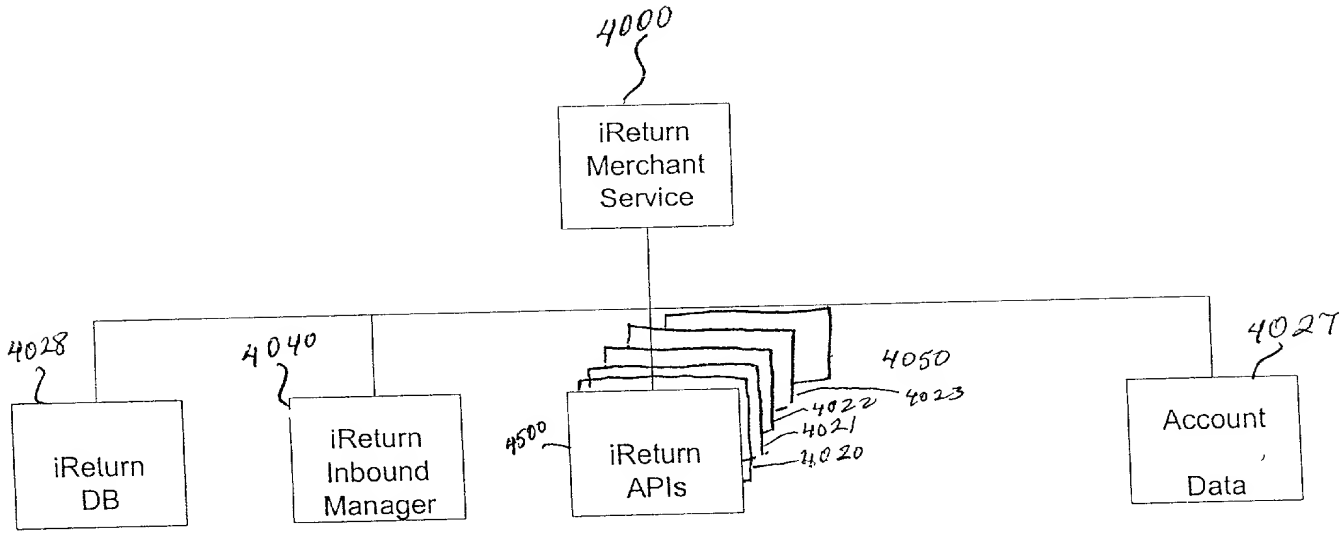

4000
iReturn Merchant Service
4028
iReturn DB
4040
iReturn Inbound Manager
4500
iReturn APIs
4050
4022
4023
4021
4020
4027
Account Data

FIG. 54

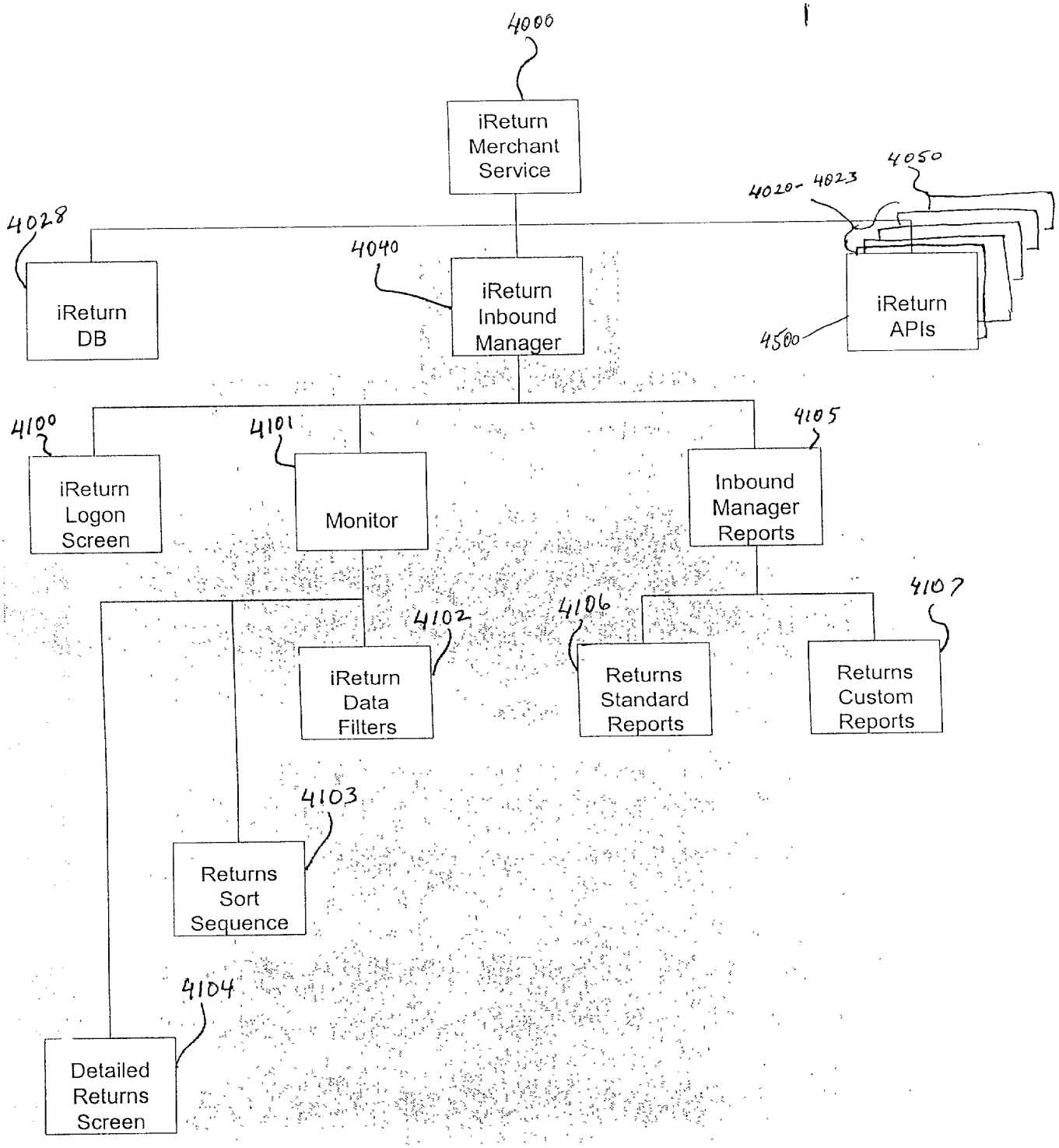

4000
iReturn Merchant Service
4050
4020- 4023
4028
iReturn DB
4040
iReturn Inbound Manager
iReturn APIs
4500
4100
iReturn Logon Screen
4101
Monitor
4105
Inbound Manager Reports
4102
iReturn Data Filters
4106
Returns Standard Reports
4107
Returns Custom Reports
4103
Returns Sort Sequence
4104
Detailed Returns Screen

FIG. 55

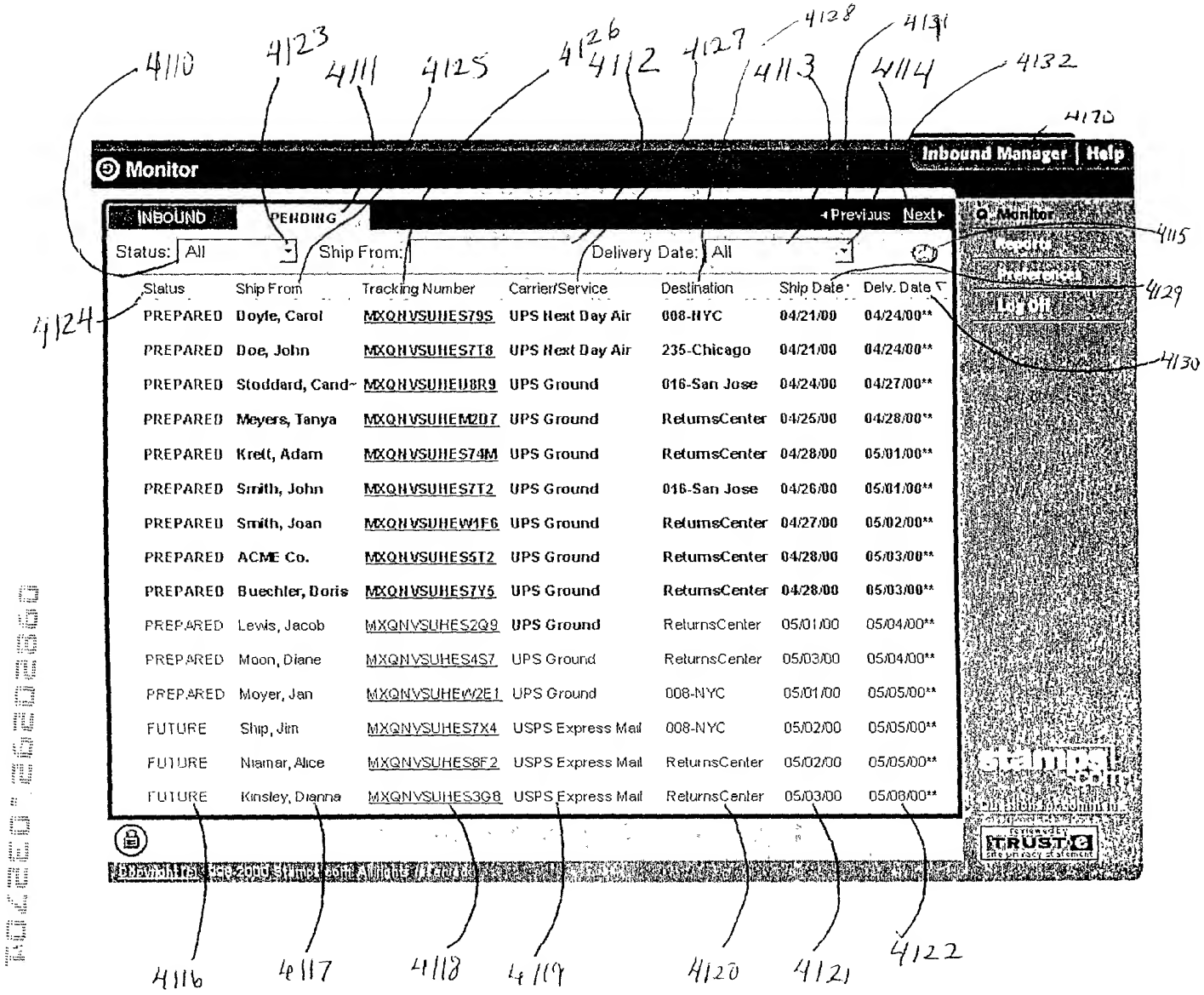

4110
4123
4111
4125
4126
4112
4127
4128
4113
4131
4114
4132
4170
Monitor
Inbound Manager | Help
INBOUND
PENDING
Previous Next
Monitor
Status: All
Ship From:
Delivery Date: All
Status
Ship From
Tracking Number
Carrier/Service
Destination
Ship Date
Delv. Date
PREPARED Doyle, Carol MXQNVSUHES79S UPS Next Day Air 008-NYC 04/21/00 04/24/00**
PREPARED Doe, John MXQNVSUHES7T8 UPS Next Day Air 235-Chicago 04/21/00 04/24/00**
PREPARED Stoddard, Cand~ MXQNVSUHEU8R9 UPS Ground 016-San Jose 04/24/00 04/27/00**
PREPARED Meyers, Tanya MXQNVSUHEM2D7 UPS Ground ReturnsCenter 04/25/00 04/28/00**
PREPARED Krell, Adam MXQNVSUHES74M UPS Ground ReturnsCenter 04/28/00 05/01/00**
PREPARED Smith, John MXQNVSUHES7T2 UPS Ground 016-San Jose 04/26/00 05/01/00**
PREPARED Smith, Joan MXQNVSUHEW1F6 UPS Ground ReturnsCenter 04/27/00 05/02/00**
PREPARED ACME Co. MXQNVSUHES5T2 UPS Ground ReturnsCenter 04/28/00 05/03/00**
PREPARED Buechler, Doris MXQNVSUHES7Y5 UPS Ground ReturnsCenter 04/28/00 05/03/00**
PREPARED Lewis, Jacob MXQNVSUHES2Q9 UPS Ground ReturnsCenter 05/01/00 05/04/00**
PREPARED Moon, Diane MXQNVSUHES4S7 UPS Ground ReturnsCenter 05/03/00 05/04/00**
PREPARED Moyer, Jan MXQNVSUHEW2E1 UPS Ground 008-NYC 05/01/00 05/05/00**
FUTURE Ship, Jim MXQNVSUHES7X4 USPS Express Mail 008-NYC 05/02/00 05/05/00**
FUTURE Niamar, Alice MXQNVSUHES8F2 USPS Express Mail ReturnsCenter 05/02/00 05/05/00**
FUTURE Kinsley, Dianna MXQNVSUHES3G8 USPS Express Mail ReturnsCenter 05/03/00 05/08/00**
TRUSTe
4115
4129
4130
4124
4116
4117
4118
4119
4120
4121
4122

FIG. 56

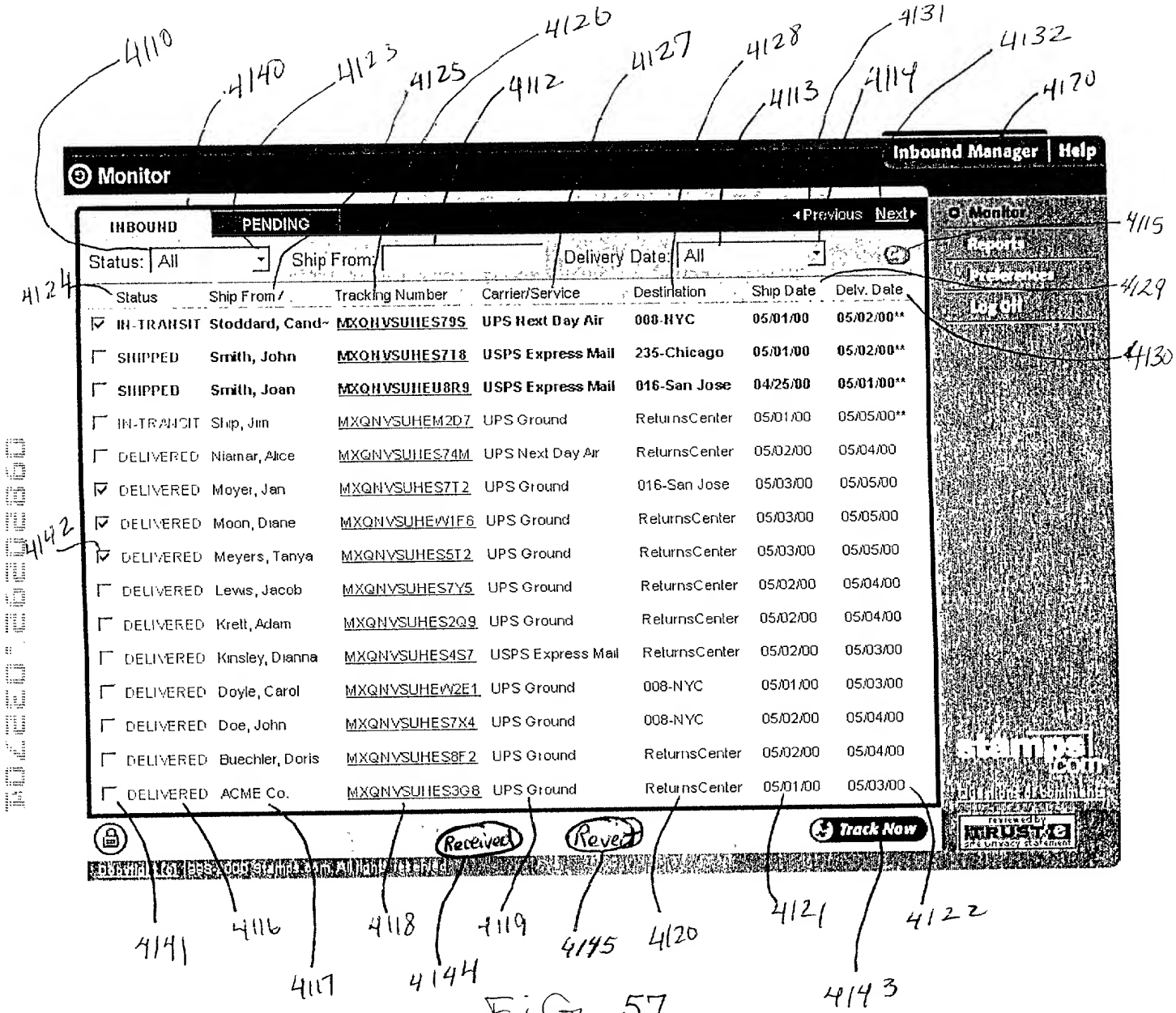

4110
4140
4123
4125
4126
4112
4127
4128
4113
4131
4114
4132
4170
Monitor
Inbound Manager | Help
INBOUND
PENDING
Previous Next
Status: All
Ship From:
Delivery Date: All
Monitor
Reports
Log Off
4115
4124
4129
4130
Status
Ship From
Tracking Number
Carrier/Service
Destination
Ship Date
Delv. Date
IN-TRANSIT Stoddard, Cand~ MXQNVSUHES79S UPS Next Day Air 008-NYC 05/01/00 05/02/00**
SHIPPED Smith, John MXQNVSUHES718 USPS Express Mail 235-Chicago 05/01/00 05/02/00**
SHIPPED Smith, Joan MXQNVSUHEU8R9 USPS Express Mail 016-San Jose 04/25/00 05/01/00**
IN-TRANSIT Ship, Jim MXQNVSUHEM2D7 UPS Ground ReturnsCenter 05/01/00 05/05/00**
DELIVERED Niamar, Alice MXQNVSUHES74M UPS Next Day Air ReturnsCenter 05/02/00 05/04/00
DELIVERED Moyer, Jan MXQNVSUHES7T2 UPS Ground 016-San Jose 05/03/00 05/05/00
DELIVERED Moon, Diane MXQNVSUHEWIF6 UPS Ground ReturnsCenter 05/03/00 05/05/00
4142
DELIVERED Meyers, Tanya MXQNVSUHES5T2 UPS Ground ReturnsCenter 05/03/00 05/05/00
DELIVERED Lewis, Jacob MXQNVSUHES7Y5 UPS Ground ReturnsCenter 05/02/00 05/04/00
DELIVERED Krett, Adam MXQNVSUHES2Q9 UPS Ground ReturnsCenter 05/02/00 05/04/00
DELIVERED Kinsley, Dianna MXQNVSUHES4S7 USPS Express Mail ReturnsCenter 05/02/00 05/03/00
DELIVERED Doyle, Carol MXQNVSUHEW2E1 UPS Ground 008-NYC 05/01/00 05/03/00
DELIVERED Doe, John MXQNVSUHES7X4 UPS Ground 008-NYC 05/02/00 05/04/00
DELIVERED Buechler, Doris MXQNVSUHES8F2 UPS Ground ReturnsCenter 05/02/00 05/04/00
DELIVERED ACME Co. MXQNVSUHES3G8 UPS Ground ReturnsCenter 05/01/00 05/03/00
Received
Reved
Track Now
4141
4116
4117
4118
4144
4119
4145
4120
4121
4143
4122

FIG. 57

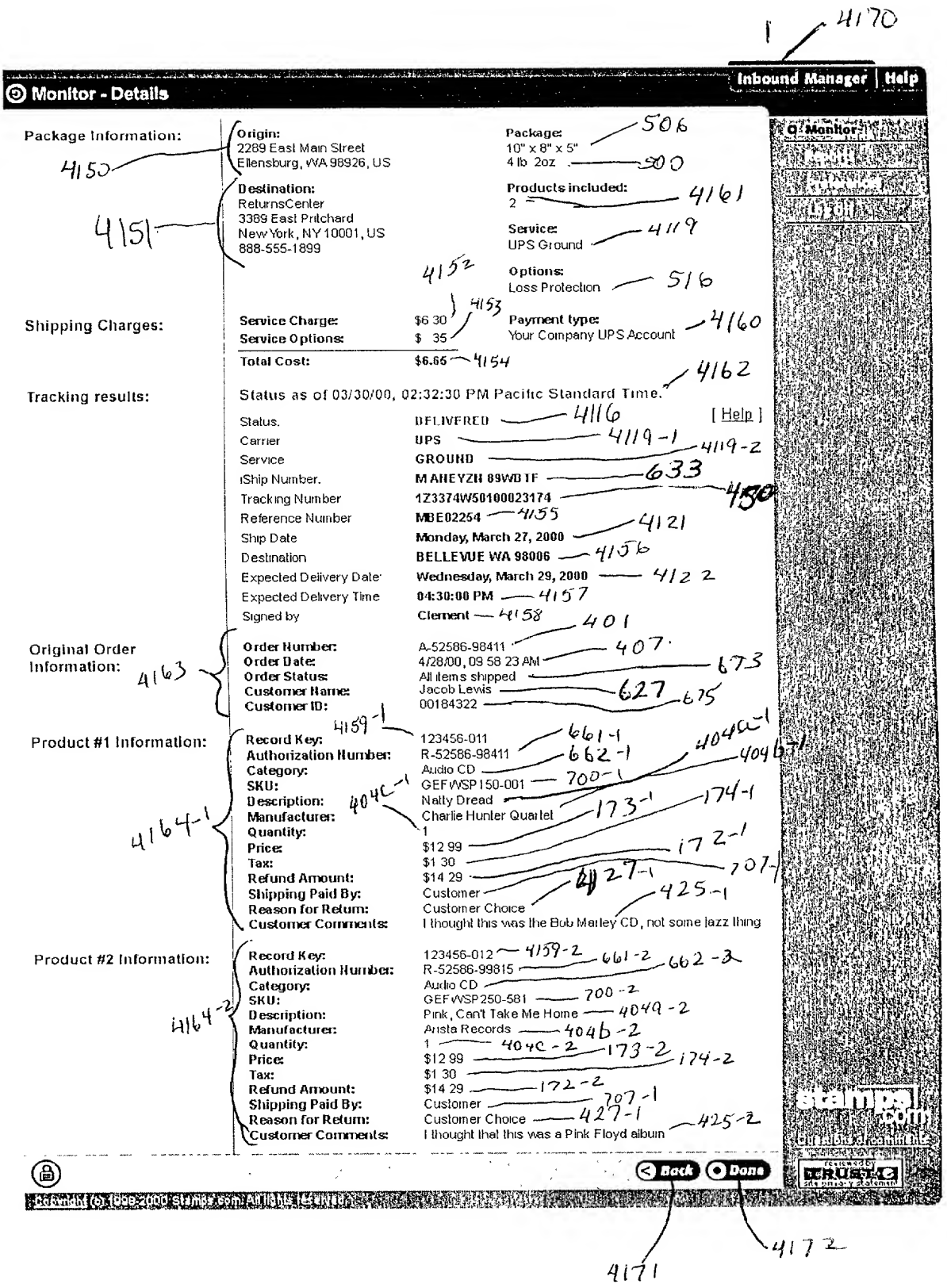

Monitor - Details
Inbound Manager | Help
Package Information:
Origin:
2289 East Main Street
Ellensburg, WA 98926, US
Destination:
ReturnsCenter
3389 East Pritchard
New York, NY 10001, US
888-555-1899
Package:
10" x 8" x 5"
4 lb 2oz
Products included:
2
Service:
UPS Ground
Options:
Loss Protection
Shipping Charges:
Service Charge: $6 30
Service Options: $ 35
Total Cost: $6.65
Payment type:
Your Company UPS Account
Tracking results:
Status as of 03/30/00, 02:32:30 PM Pacific Standard Time.
[Help]
Status. DELIVERED
Carrier UPS
Service GROUND
iShip Number. MAHEYZH 89WB1F
Tracking Number 1Z3374W50100023174
Reference Number MBE02254
Ship Date Monday, March 27, 2000
Destination BELLEVUE WA 98006
Expected Delivery Date Wednesday, March 29, 2000
Expected Delivery Time 04:30:00 PM
Signed by Clement
Original Order Information:
Order Number: A-52586-98411
Order Date: 4/28/00, 09 58 23 AM
Order Status: All items shipped
Customer Name: Jacob Lewis
Customer ID: 00184322
Product #1 Information:
Record Key: 123456-011
Authorization Number: R-52586-98411
Category: Audio CD
SKU: GEFWSP150-001
Description: Natty Dread
Manufacturer: Charlie Hunter Quartet
Quantity: 1
Price: $12 99
Tax: $1 30
Refund Amount: $14 29
Shipping Paid By: Customer
Reason for Return: Customer Choice
Customer Comments: I thought this was the Bob Marley CD, not some jazz thing
Product #2 Information:
Record Key: 123456-012
Authorization Number: R-52586-99815
Category: Audio CD
SKU: GEFWSP250-581
Description: Pink, Can't Take Me Home
Manufacturer: Arista Records
Quantity: 1
Price: $12 99
Tax: $1 30
Refund Amount: $14 29
Shipping Paid By: Customer
Reason for Return: Customer Choice
Customer Comments: I thought that this was a Pink Floyd album
Monitor
Back
Done

FIG. 58

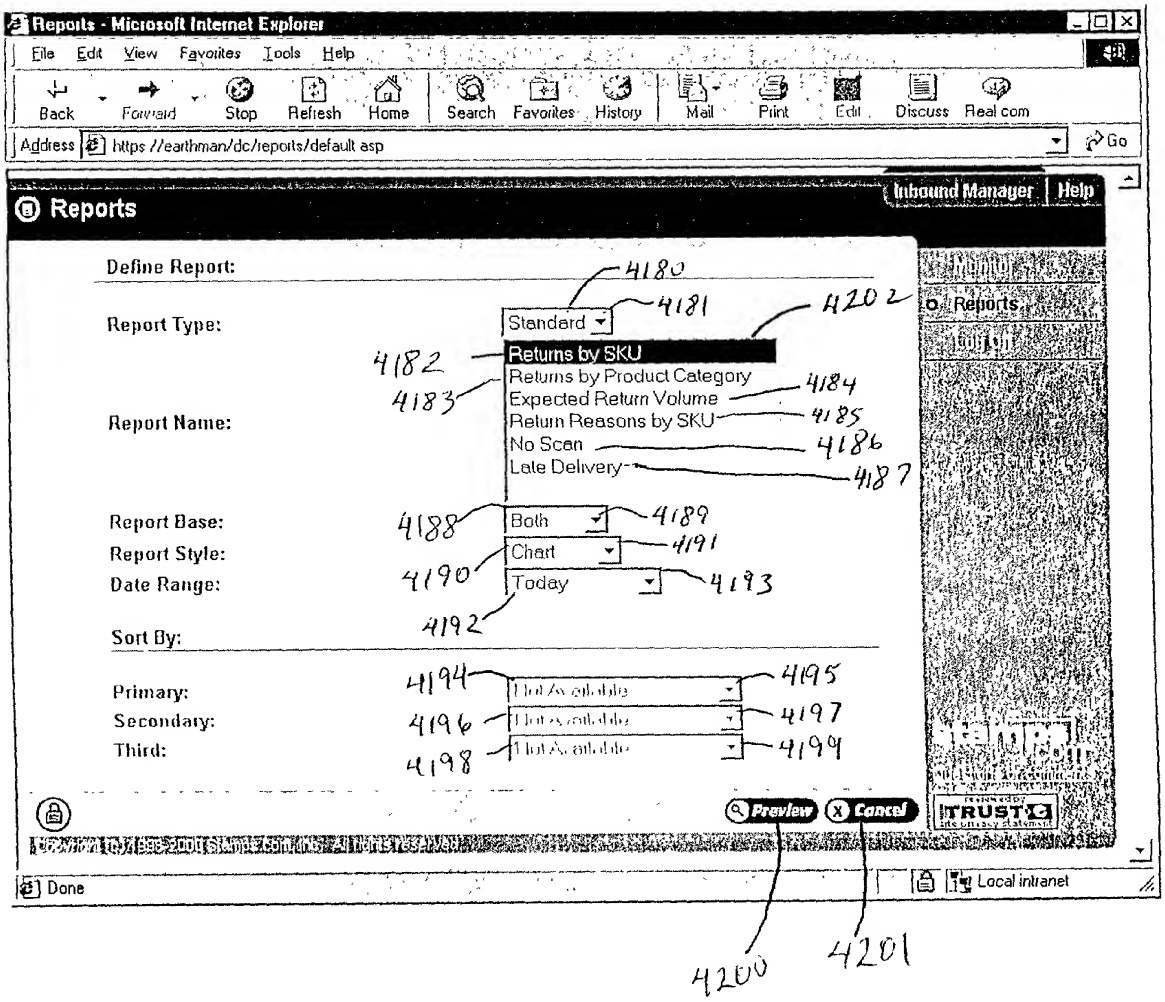

Reports - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Real.com
Address https://earthman/dc/reports/default.asp
Go
Reports
Inbound Manager Help
Define Report:
Report Type:
Standard
Returns by SKU
Returns by Product Category
Expected Return Volume
Return Reasons by SKU
No Scan
Late Delivery
Report Name:
Report Base:
Both
Report Style:
Chart
Date Range:
Today
Sort By:
Primary:
Secondary:
Third:
Preview
Cancel
Reports
TRUST
Done
Local intranet
4180
4181
4202
4182
4183
4184
4185
4186
4187
4188
4189
4190
4191
4192
4193
4194
4195
4196
4197
4198
4199
4200
4201

FIG. 59

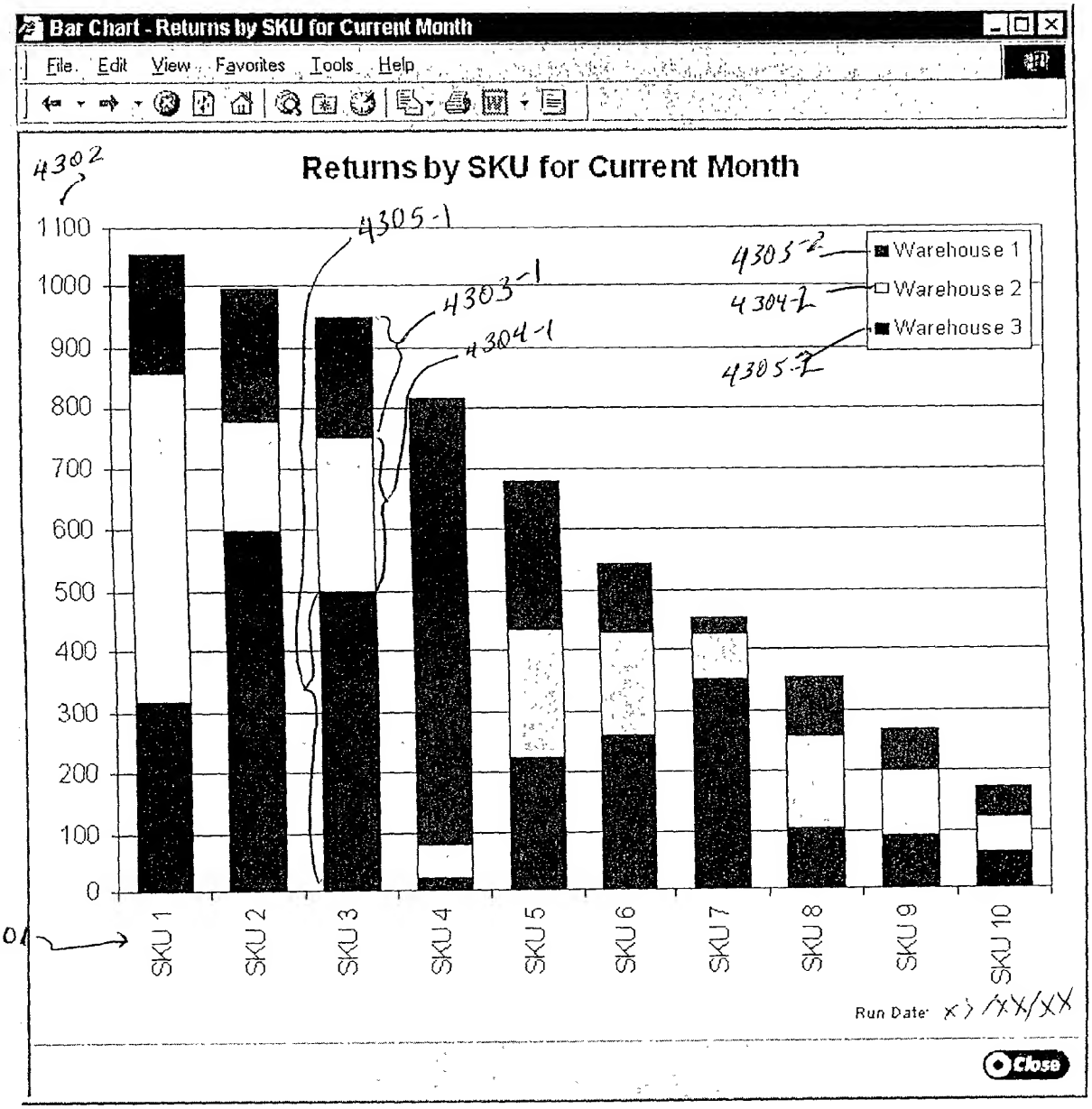

Bar Chart - Returns by SKU for Current Month
File Edit View Favorites Tools Help
4302
Returns by SKU for Current Month
4305-1
4303-1
4304-1
4305-2
4304-2
4305-3
Warehouse 1
Warehouse 2
Warehouse 3
1100
1000
900
800
700
600
500
400
300
200
100
0
4301
SKU 1
SKU 2
SKU 3
SKU 4
SKU 5
SKU 6
SKU 7
SKU 8
SKU 9
SKU 10
Run Date: XX/XX/XX
Close

FIG. 60

Sorted: by most frequently returned item

Returns by SKU for Current Month

SKU	Warehouse 1	Warehouse 2	Warehouse 3	Totals	Percent of Total
SKU1	311	515	230	1,056	16.8 %
SKU2	597	179	222	998	15.9 %
SKU3	499	233	215	947	15.1 %
SKU4	17	70	729	816	13.0 %
SKU5	220	201	259	680	10.8 %
SKU6	251	171	123	545	8.7 %
SKU7	335	53	64	452	7.2 %
SKU8	103	146	106	355	5.6 %
SKU9	96	111	61	268	4.3 %
SKU10	54	59	58	171	2.7 %
Totals	2484	1740	2070	6,288	

4306
4307
4309
4308

FIG. 61

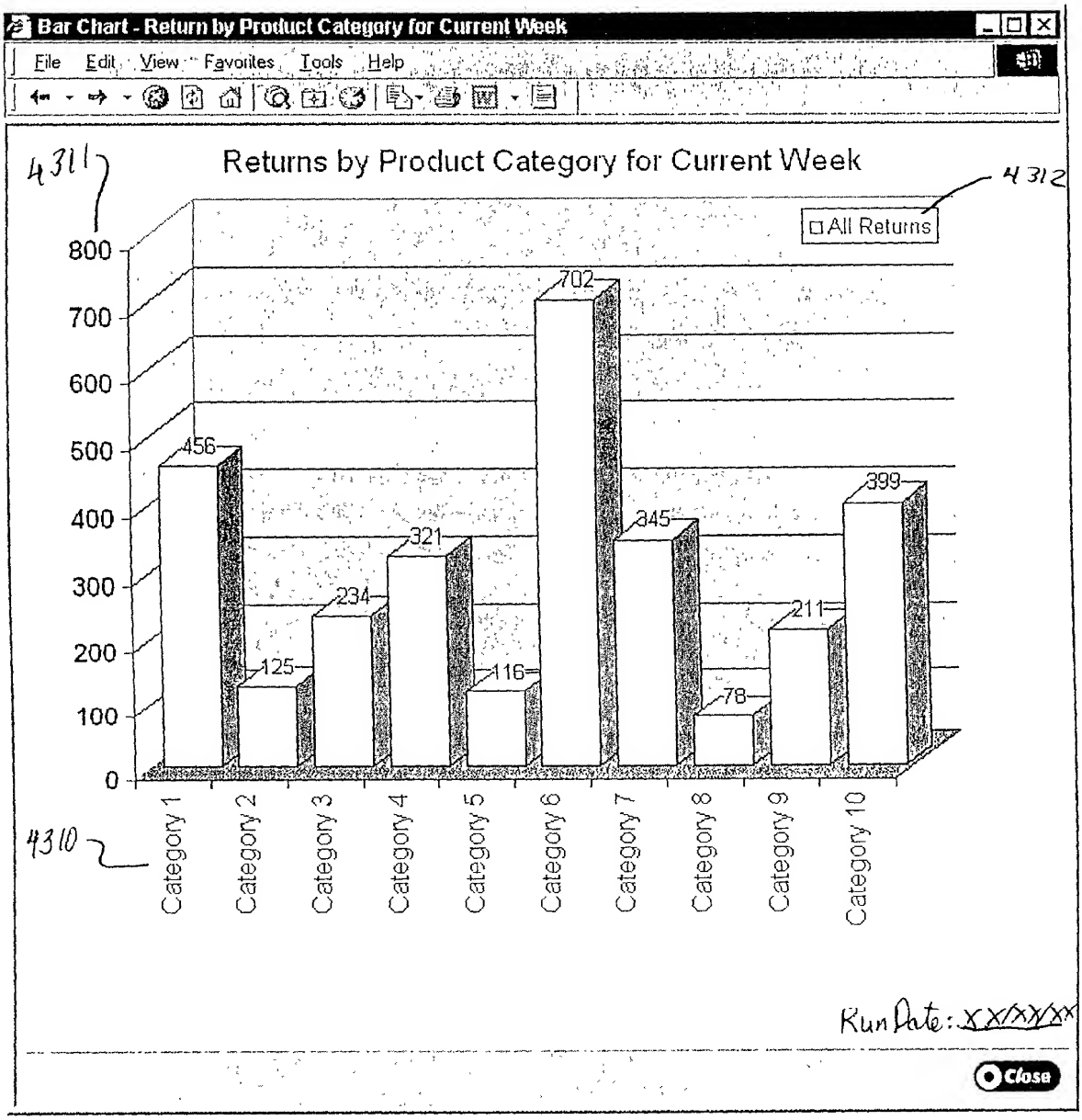

Bar Chart - Return by Product Category for Current Week
File Edit View Favorites Tools Help
Returns by Product Category for Current Week
All Returns
4311
4312
4310
800
700
600
500
400
300
200
100
0
456
125
234
321
116
702
345
78
211
399
Category 1
Category 2
Category 3
Category 4
Category 5
Category 6
Category 7
Category 8
Category 9
Category 10
Run Date: XX/XX/XX
Close

FIG. 62

Sorted: by most frequently returned product category

Returns by Product Category for Current Week

Category	Totals	Percent of Total
Category6	702	23.5 %
Category1	456	15.3 %
Category10	399	13.4 %
Category7	345	11.6 %
Category4	321	10.7 %
Category3	234	7.8 %
Category9	211	7.1 %
Category2	125	4.2 %
Category5	116	3.9 %
Category8	78	2.6 %
Totals	2987	

4313

4315

4314

FIG. 63

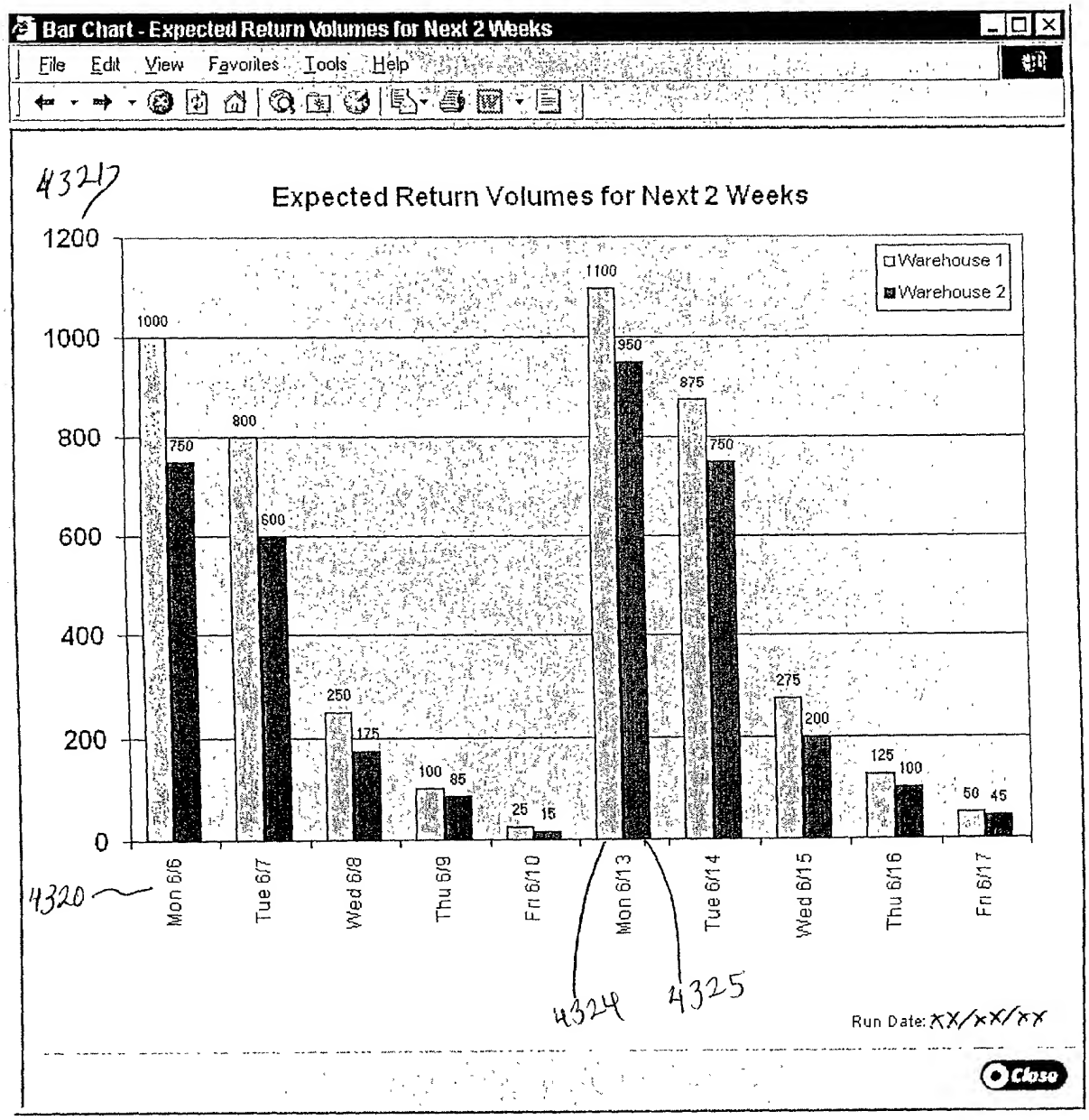

Bar Chart - Expected Return Volumes for Next 2 Weeks
File Edit View Favorites Tools Help
4321
Expected Return Volumes for Next 2 Weeks
Warehouse 1
Warehouse 2
1200
1000
800
600
400
200
0
1000
750
800
600
250
175
100
85
25
15
1100
950
875
750
275
200
125
100
50
45
Mon 6/6
Tue 6/7
Wed 6/8
Thu 6/9
Fri 6/10
Mon 6/13
Tue 6/14
Wed 6/15
Thu 6/16
Fri 6/17
4320
4324
4325
Run Date: XX/XX/XX
Close

FIG. 64

Sorted: by date

Expected Return Volume for Next Two Weeks

Date	Warehouse 1	Warehouse 2	Totals
Mon 6/5	1,000	750	1,750
Tue 6/6	800	600	1,400
Wed 6/7	256	175	431
Thur 6/8	100	85	185
Fri 6/9	25	15	40
Mon 6/12	1,100	950	2,050
Tue 6/13	875	750	1,625
Wed 6/14	275	200	475
Thur 6/15	125	100	225
Fri 6/16	50	45	95
Totals	4,607	3672	8,276

4322

4323

FIG. 65

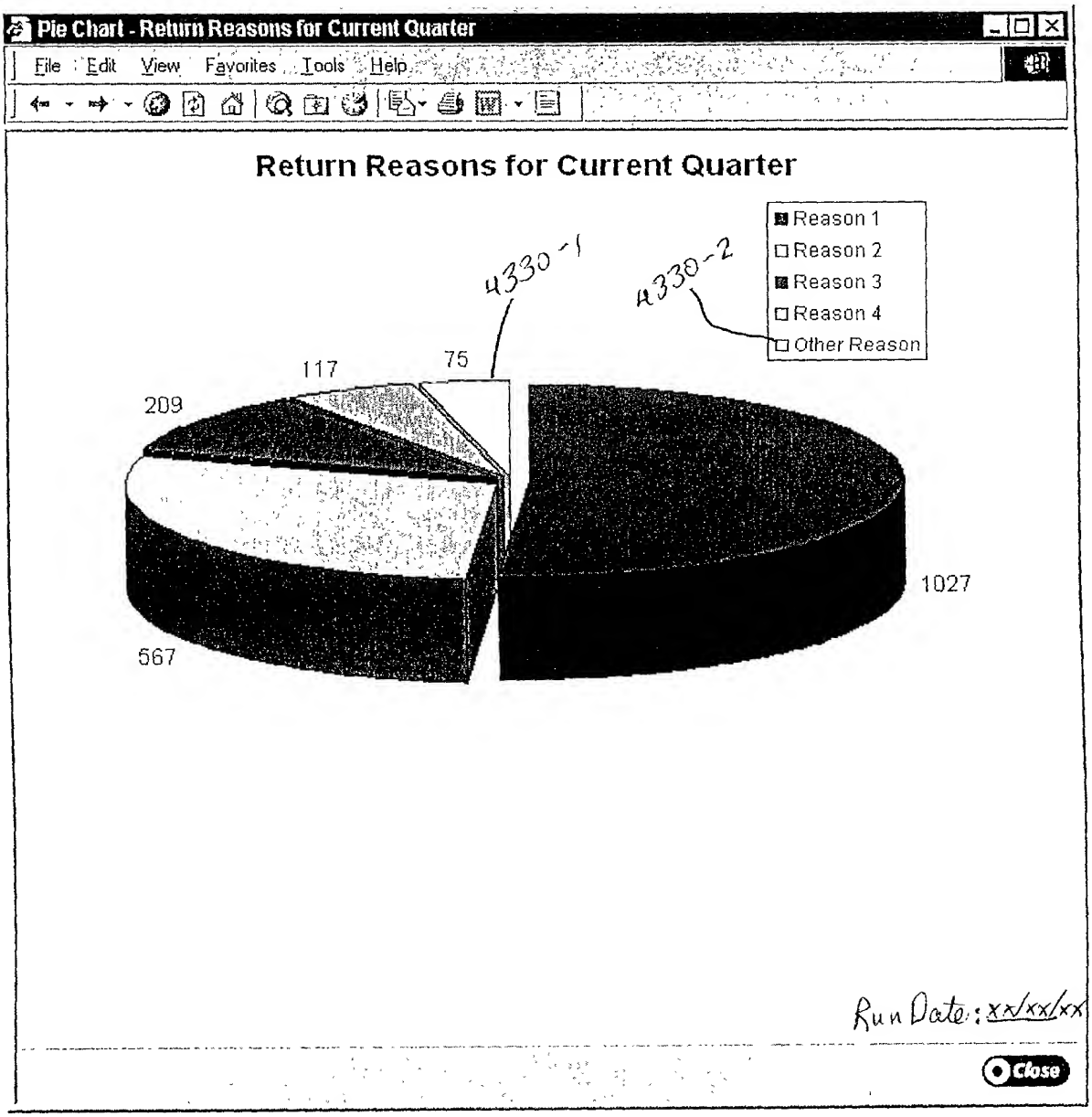

Pie Chart - Return Reasons for Current Quarter
File Edit View Favorites Tools Help
Return Reasons for Current Quarter
Reason 1
Reason 2
Reason 3
Reason 4
Other Reason
4330-1
4330-2
75
117
209
1027
567
Run Date: xx/xx/xx
Close

FIG. 66

Sorted: by most frequently cited return reason
Page 1 of 10

Return Reasons for Product Category1 for Current Quarter

Reason	Totals	Percent of Total
Reason1	1,027	51.5 %
Reason2	567	28.4 %
Reason3	209	10.5 %
Reason4	117	5.9 %
All others reasons	75	3.8 %
Totals	1,995	

<new page>

4331 4333 4332 Fig. 67a

Sorted: by most frequently cited return reason
Page 2 of 10

Return Reasons for Product Category2 for Current Quarter

Reason	Totals	Percent of Total
Reason4	1,331	41.4 %
Reason2	1,042	32.4 %
Reason1	408	12.7 %
Reason3	331	10.3 %
All others reasons	101	1.0 %
Totals	3,213	

<new page>

repeating for each Product Category

at end, grand total page for all Categories

Fig. 67b

Sorted: Expected Ship Date

Packages with No Scan for this week

Package Tracking #	Carrier/Service	Expected Ship Date	Customer	Merchant Record #
MATKP9GUZFXG3	UPS Ground	06/19/2000	MX123	20000619000001
MFTKP9GUZFXG3	UPS Ground	06/19/2000	RA333	20000619000022
MHTKP9GUZFXG3	UPS Ground	06/19/2000	ST553	20000619000008
MTXKP9GUZFXG3	UPS Ground	06/20/2000	DB881	20000620003001
MT3KBP9GUZFXG	UPS Ground	06/20/2000	SG241	20000620000009
MTQPC9GUZFXG3	UPS Ground	06/21/2000	LK123	20000621000011
M8OP9VGUZFXG3	UPS Ground	06/21/2000	MK763	20000621000451
MTKP9GWUZFX3	UPS Ground	06/21/2000	MX123	20000621030098
M44P9GU3ZFXG3	UPS Ground	06/21/2000	MX123	20000621001234
MPLP9GUZ5FXG3	UPS Ground	06/21/2000	RA427	20000621009876
MEKP9GUZF6XG3	UPS Ground	06/22/2000	ZL912	20000622000022
MTUP9GUZFX7G3	UPS Ground	06/22/2000	IG400	20000622000437
M6XP9GUZFXGQ3	UPS Ground	06/22/2000	DB881	20000622001204

FIG. 68

653 4119 4121 4116 675 4155

Sorted: Expected Delivery Date

Late Packages for this week

Package Tracking #	Carrier/Service	Expected Dlvry Date	Status	Customer	Merchant Record #
MATKP9GUZFXG3	USPS Parcel P	06/19/2000		MX123	20000619000001
MFTKP9GUZFXG3	UPS Ground	06/19/2000	In Transit	RA333	20000619000022
MHTKP9GUZFXG3	UPS Ground	06/19/2000	In Transit	ST553	20000619000008
MTXKP9GUZFXG3	USPS Parcel P	06/20/2000		DB881	20000620003001
MT3KBP9GUZFXG	USPS Parcel P	06/20/2000		SG241	20000620000009
MTQPC9GUZFXG3	UPS Ground	06/21/2000	In Transit	LK123	20000621000011
M8OP9VGUZFXG3	UPS Ground	06/21/2000	Delivered	MK763	20000621000451
MTKP9GWUZFX3	UPS Ground	06/21/2000	In Transit	MX123	20000621030098
M44P9GU3ZFXG3	USPS Parcel P	06/21/2000		MX123	20000621001234
MPLP9GUZ5FXG3	UPS Ground	06/21/2000	Delivered	RA427	20000621009876
MEKP9GUZF6XG3	UPS Ground	06/22/2000	In Transit	ZL912	20000622000022
MTUP9GUZFX7G3	USPS Parcel P	06/22/2000		IG400	20000622000437
M6XP9GUZFXGQ3	UPS Ground	06/22/2000	In Transit	DB881	20000622001204

10/20/2000 09:56:56

FIG. 69

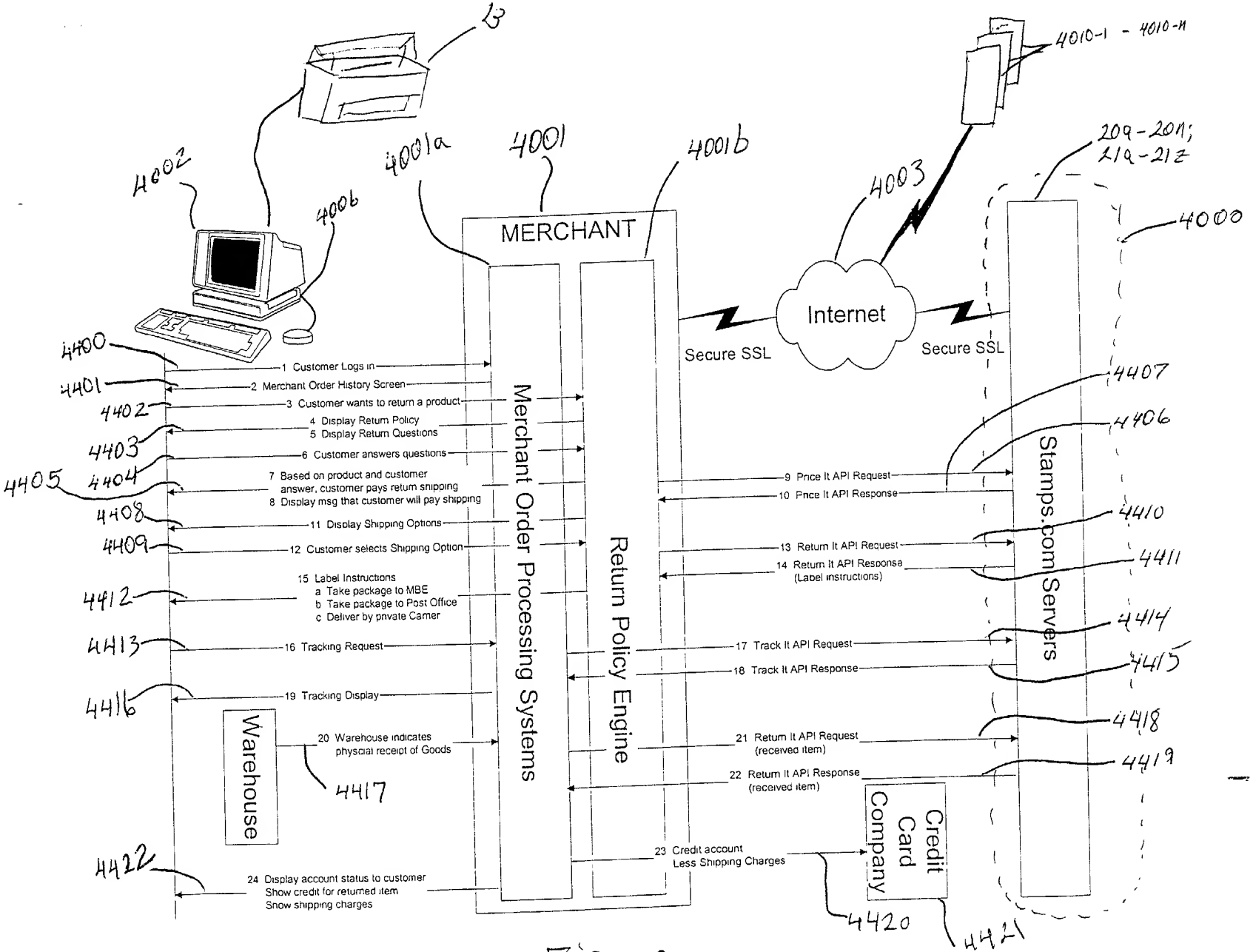

MERCHANT
Merchant Order Processing Systems
Return Policy Engine
Internet
Secure SSL
Secure SSL
Stamps.com Servers
Warehouse
Credit Card Company
1 Customer Logs in
2 Merchant Order History Screen
3 Customer wants to return a product
4 Display Return Policy
5 Display Return Questions
6 Customer answers questions
7 Based on product and customer answer, customer pays return shipping
8 Display msg that customer will pay shipping
9 Price It API Request
10 Price It API Response
11 Display Shipping Options
12 Customer selects Shipping Option
13 Return It API Request
14 Return It API Response (Label instructions)
15 Label Instructions
a Take package to MBE
b Take package to Post Office
c Deliver by private Carrier
16 Tracking Request
17 Track It API Request
18 Track It API Response
19 Tracking Display
20 Warehouse indicates physcial receipt of Goods
21 Return It API Request (received item)
22 Return It API Response (received item)
23 Credit account Less Shipping Charges
24 Display account status to customer
Show credit for returned item
Show shipping charges
4000
4001
4001a
4001b
4002
4003
4004
4005
4006
4010-1 - 4010-N
209-20N; 219-21Z
4400
4401
4402
4403
4404
4405
4406
4407
4408
4409
4410
4411
4412
4413
4414
4415
4416
4417
4418
4419
4420
4421
4422

FIG. 70

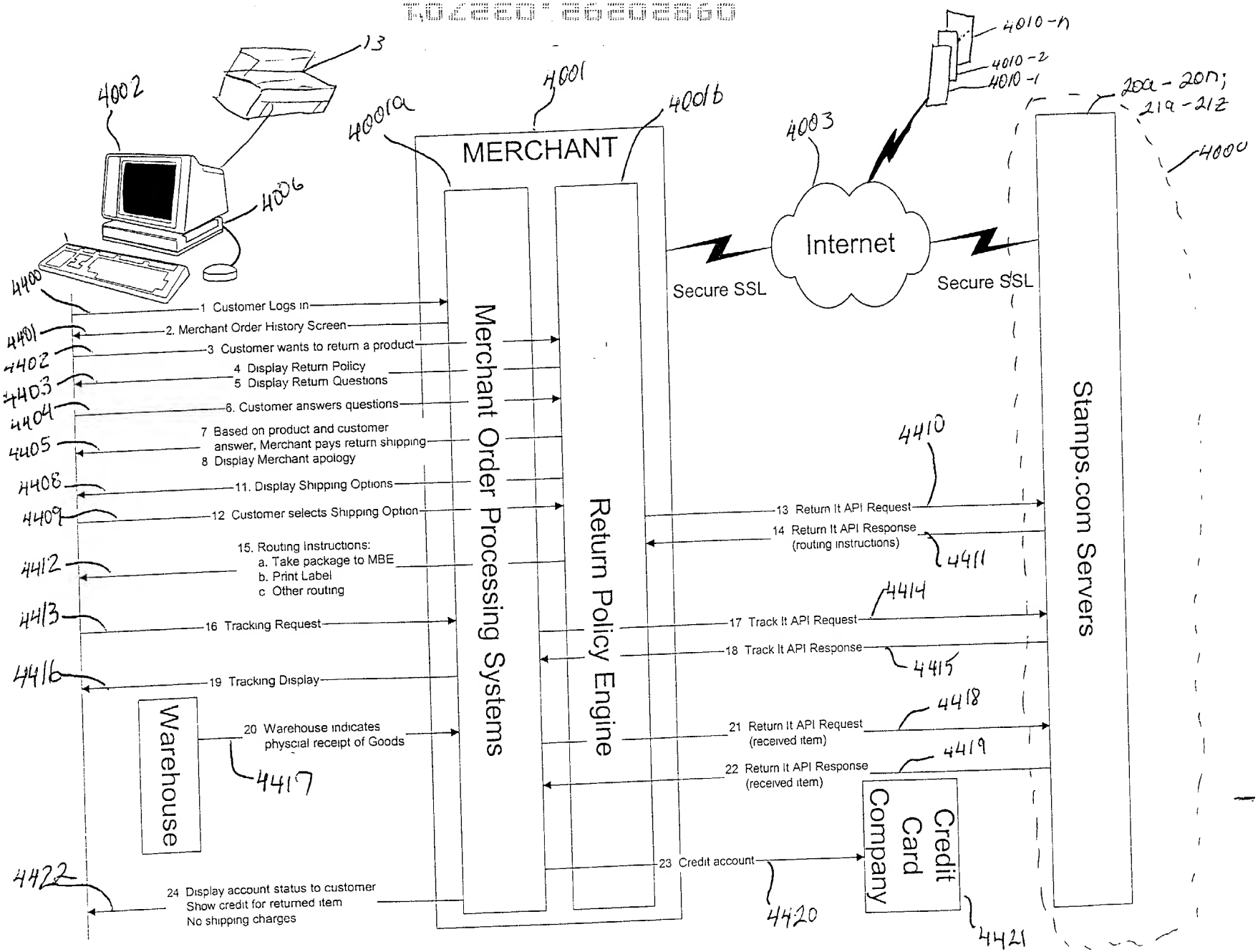

13
4002
4001
4001a
4001b
4010-n
4010-2
4010-1
200a - 200n;
219 - 212
4000
4003
4006
MERCHANT
Internet
Secure SSL
Secure SSL
4400
1 Customer Logs In
4401
2. Merchant Order History Screen
4402
3 Customer wants to return a product
4403
4 Display Return Policy
5 Display Return Questions
4404
6. Customer answers questions
4405
7 Based on product and customer answer, Merchant pays return shipping
8 Display Merchant apology
4408
11. Display Shipping Options
4409
12 Customer selects Shipping Option
4410
13 Return It API Request
14 Return It API Response (routing instructions)
4411
4412
15. Routing Instructions:
a. Take package to MBE
b. Print Label
c Other routing
4413
16 Tracking Request
4414
17 Track It API Request
18 Track It API Response
4415
4416
19 Tracking Display
4418
21 Return It API Request (received item)
4419
22 Return It API Response (received item)
Warehouse
20 Warehouse indicates physcial receipt of Goods
4417
Merchant Order Processing Systems
Return Policy Engine
Stamps.com Servers
Credit Card Company
4422
24 Display account status to customer
Show credit for returned item
No shipping charges
23 Credit account
4420
4421

FIG. 71

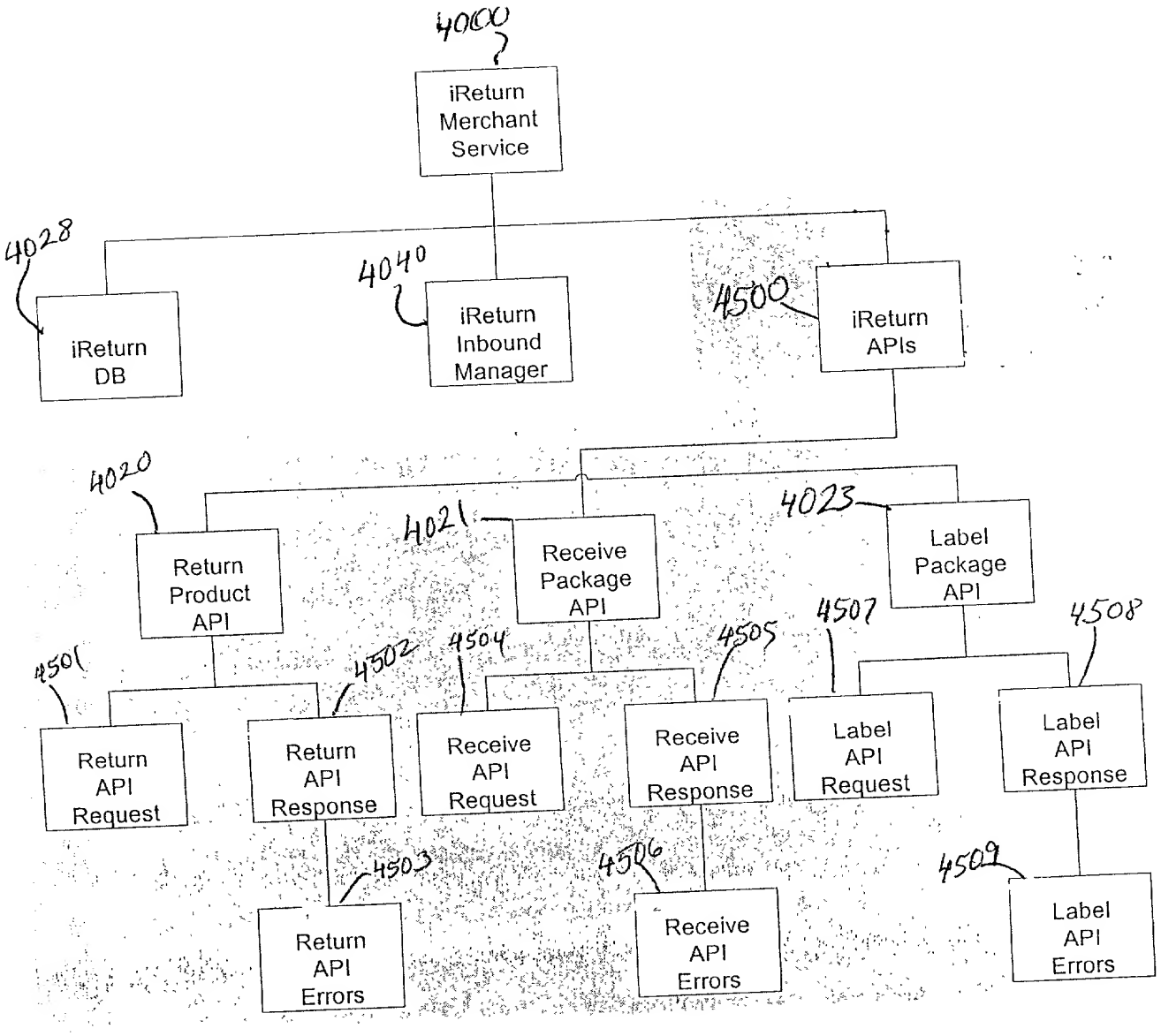

4000
iReturn Merchant Service
4028
iReturn DB
4040
iReturn Inbound Manager
4500
iReturn APIs
4020
Return Product API
4021
Receive Package API
4023
Label Package API
4501
Return API Request
4502
Return API Response
4504
Receive API Request
4505
Receive API Response
4507
Label API Request
4508
Label API Response
4503
Return API Errors
4506
Receive API Errors
4509
Label API Errors

FIG. 72

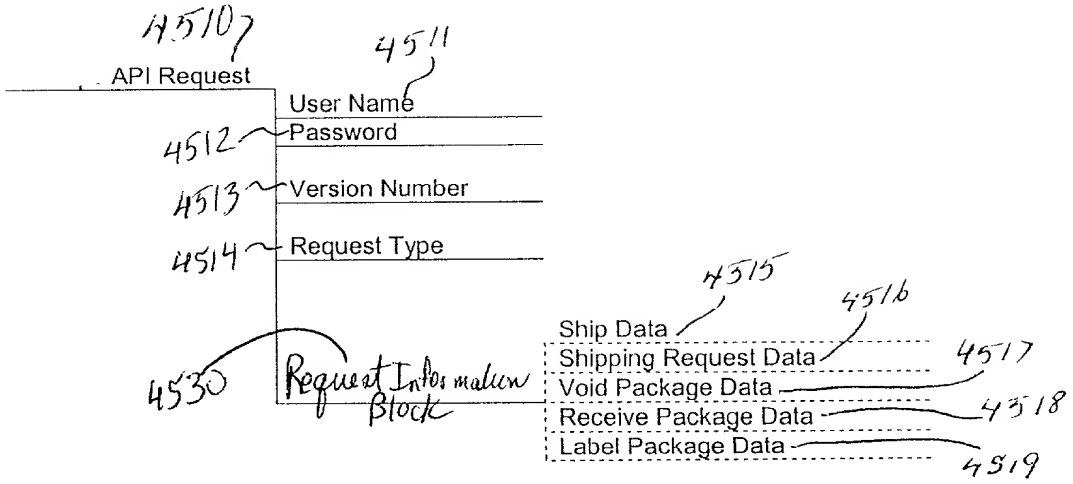

4510?
API Request
4511
User Name
4512
Password
4513
Version Number
4514
Request Type
4530
Request Information Block
4515
Ship Data
4516
Shipping Request Data
4517
Void Package Data
4518
Receive Package Data
Label Package Data
4519

FIG. 73

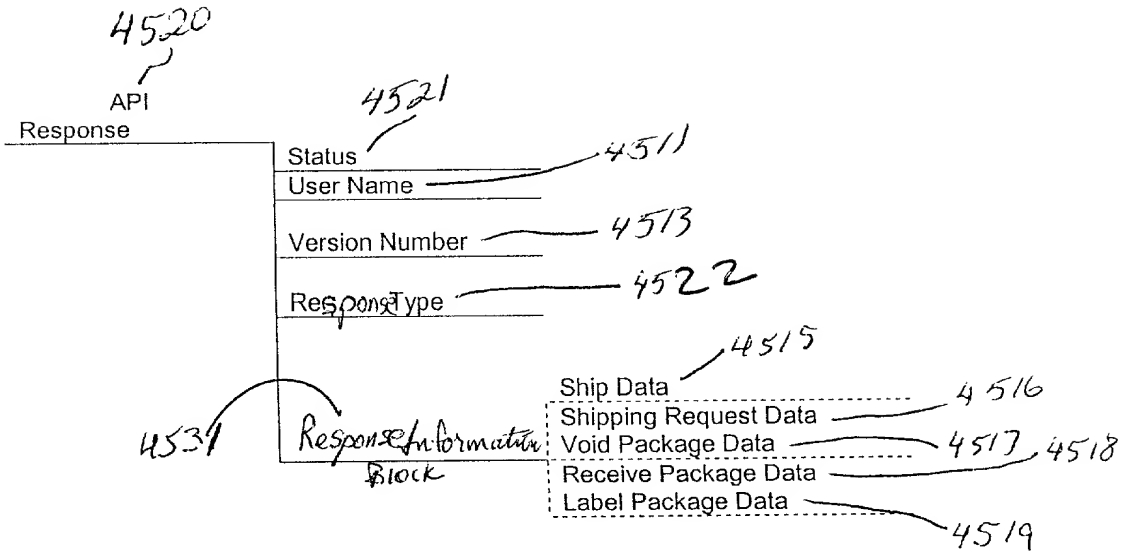

4520
API
Response
4521
Status
User Name
4511
Version Number
4513
ResponseType
4522
4515
Ship Data
4516
Shipping Request Data
Void Package Data
4517
4518
Receive Package Data
Label Package Data
4519
4534
ResponseInformation
Block

FIG. 74

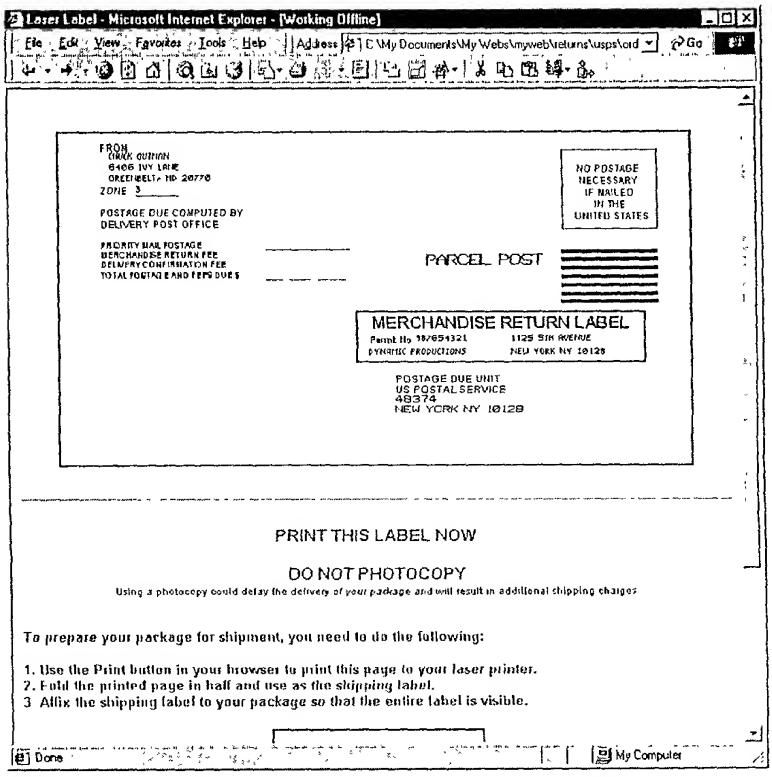

Laser Label - Microsoft Internet Explorer - [Working Offline]
File Edit View Favorites Tools Help
Address C:\My Documents\My Webs\myweb\returns\usps\ord
Go
FROM
CHUCK OUTMAN
6406 IVY LANE
GREENBELT, MD 20770
ZONE 3
POSTAGE DUE COMPUTED BY
DELIVERY POST OFFICE
PRIORITY MAIL POSTAGE
MERCHANDISE RETURN FEE
DELIVERY CONFIRMATION FEE
TOTAL POSTAGE AND FEES DUE $
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES
PARCEL POST
MERCHANDISE RETURN LABEL
Permit No 10765432L
1125 5th AVENUE
DYNAMIC PRODUCTIONS
NEW YORK NY 10128
POSTAGE DUE UNIT
US POSTAL SERVICE
48374
NEW YORK NY 10128
PRINT THIS LABEL NOW
DO NOT PHOTOCOPY
Using a photocopy could delay the delivery of your package and will result in additional shipping charges
To prepare your package for shipment, you need to do the following:
1. Use the Print button in your browser to print this page to your laser printer.
2. Fold the printed page in half and use as the shipping label.
3 Affix the shipping label to your package so that the entire label is visible.
Done
My Computer

FIG. 75a

PRINT THIS LABEL NOW

DO NOT PHOTOCOPY

Using a photocopy could delay the delivery of your package and will result in additional shipping charges.

To prepare your parcel for shipment, you need to do the following:

Use the Print button in your browser to print this page to your laser printer.
Fold the printer page in half and use as the shipping label.
Affix the shipping label to the address side of your parcel so that the entire label is visible.
Completely cover any previous delivery address and barcode.
Do NOT overlap any adjacent side.
If tape or similar material is used to affix the label to the package it must NOT cover any part of the label where postage and fee information is to be recorded.
Obliterate any other addresses and barcodes on the outside of the parcel.
Take the parcel to a post office.
Drop in a collection box, or
Give to a postal carrier.
If a mailing acknowledgement is attached or insurance is marked on the label, the parcel must be taken to a post office.

2008/0308

FIG. 75b

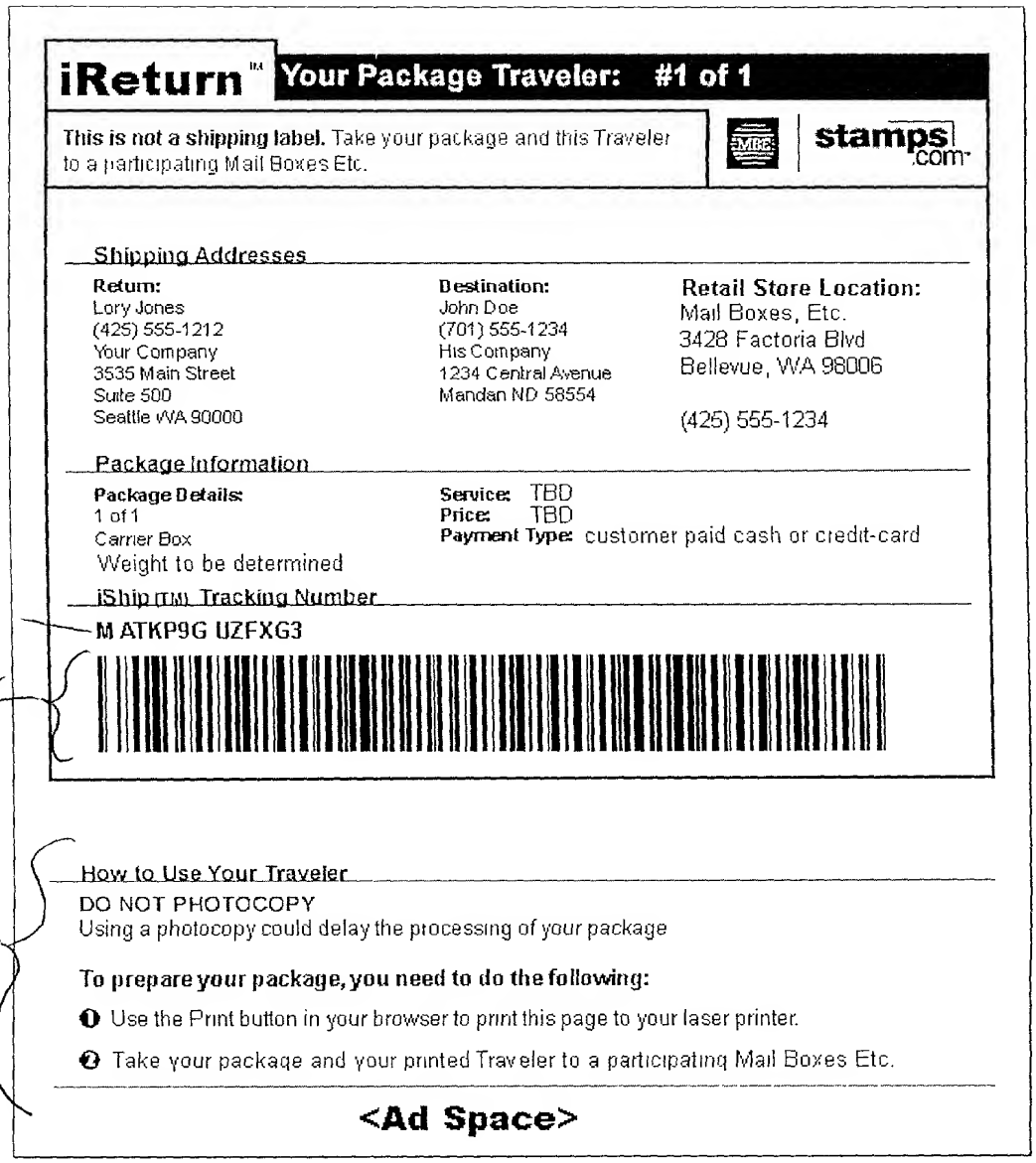

iReturn™
Your Package Traveler: #1 of 1
This is not a shipping label. Take your package and this Traveler to a participating Mail Boxes Etc.
stamps.com
Shipping Addresses
Return:
Lory Jones
(425) 555-1212
Your Company
3535 Main Street
Suite 500
Seattle WA 90000
Destination:
John Doe
(701) 555-1234
His Company
1234 Central Avenue
Mandan ND 58554
Retail Store Location:
Mail Boxes, Etc.
3428 Factoria Blvd
Bellevue, WA 98006
(425) 555-1234
Package Information
Package Details:
1 of 1
Carrier Box
Weight to be determined
Service: TBD
Price: TBD
Payment Type: customer paid cash or credit-card
iShip (TM) Tracking Number
M ATKP9G UZFXG3
4601
4602
4603
How to Use Your Traveler
DO NOT PHOTOCOPY
Using a photocopy could delay the processing of your package
To prepare your package, you need to do the following:
1 Use the Print button in your browser to print this page to your laser printer.
2 Take your package and your printed Traveler to a participating Mail Boxes Etc.
<Ad Space>

FIG. 76

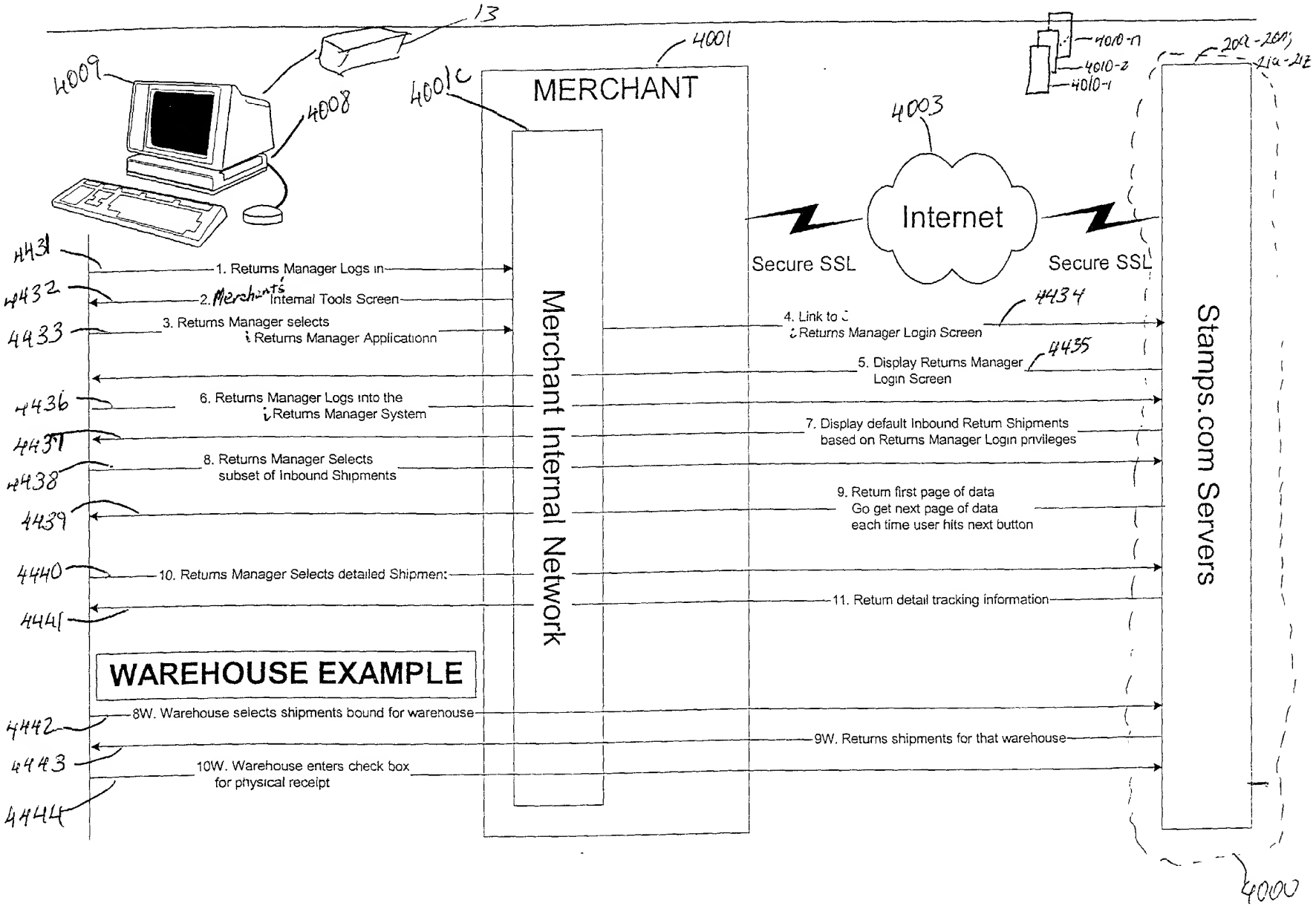

13
4009
4008
4001
4001C
MERCHANT
4003
Internet
4010-n
4010-2
4010-1
Secure SSL
Secure SSL
Merchant Internal Network
Stamps.com Servers
4000
1. Returns Manager Logs in
2. Merchant's Internal Tools Screen
3. Returns Manager selects Returns Manager Application
4. Link to Returns Manager Login Screen
5. Display Returns Manager Login Screen
6. Returns Manager Logs into the Returns Manager System
7. Display default Inbound Return Shipments based on Returns Manager Login privileges
8. Returns Manager Selects subset of Inbound Shipments
9. Return first page of data Go get next page of data each time user hits next button
10. Returns Manager Selects detailed Shipment
11. Return detail tracking information
WAREHOUSE EXAMPLE
8W. Warehouse selects shipments bound for warehouse
9W. Returns shipments for that warehouse
10W. Warehouse enters check box for physical receipt

FIG. 77

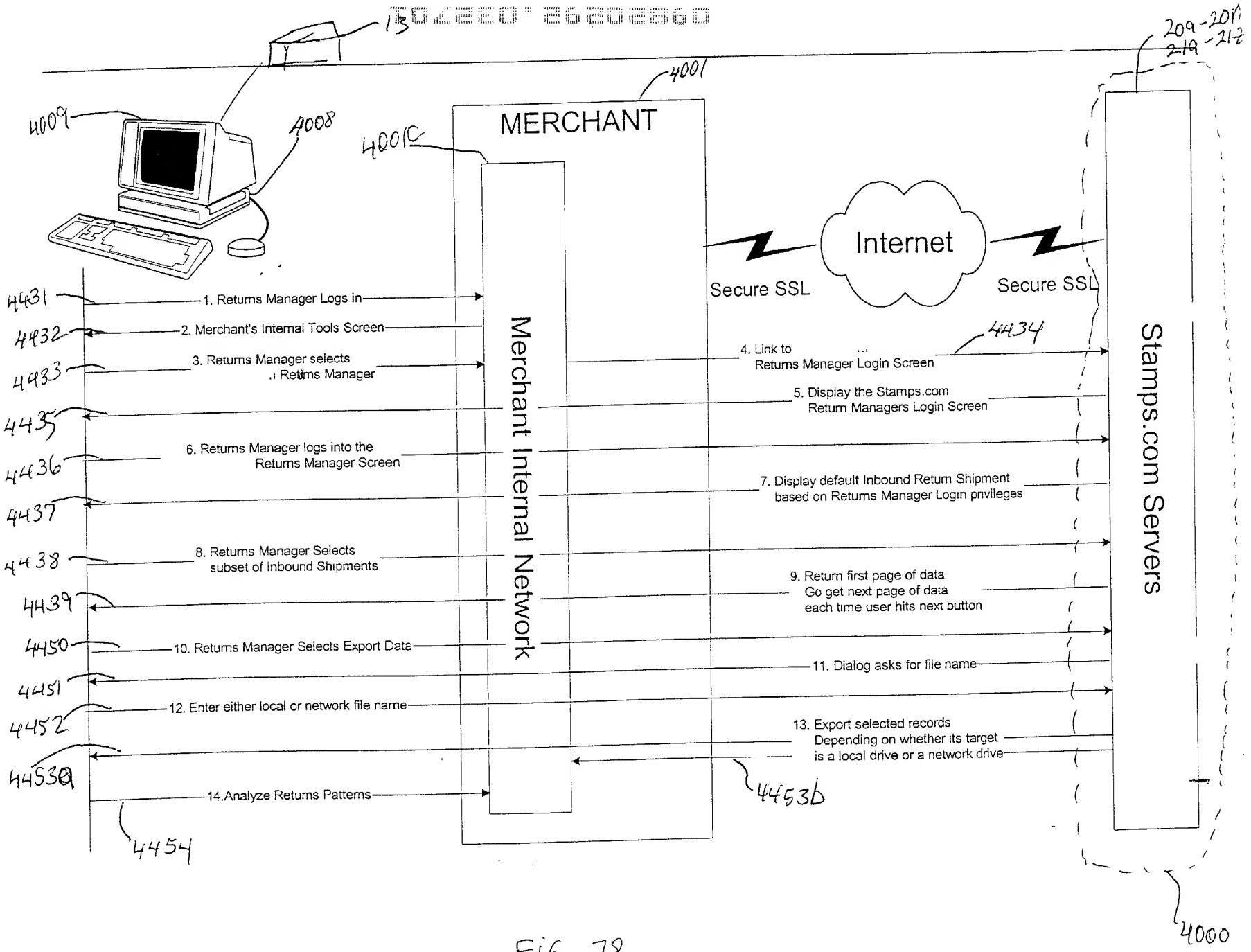

MERCHANT
Merchant Internal Network
Internet
Secure SSL
Secure SSL
Stamps.com Servers
1. Returns Manager Logs in
2. Merchant's Internal Tools Screen
3. Returns Manager selects
Returns Manager
4. Link to
Returns Manager Login Screen
5. Display the Stamps.com
Return Managers Login Screen
6. Returns Manager logs into the
Returns Manager Screen
7. Display default Inbound Return Shipment
based on Returns Manager Login privileges
8. Returns Manager Selects
subset of Inbound Shipments
9. Return first page of data
Go get next page of data
each time user hits next button
10. Returns Manager Selects Export Data
11. Dialog asks for file name
12. Enter either local or network file name
13. Export selected records
Depending on whether its target
is a local drive or a network drive
14.Analyze Returns Patterns
4009
4008
4001
4001C
4431
4432
4433
4435
4436
4437
4438
4439
4450
4451
4452
4453a
4453b
4454
4434
209-201
219-217
4000

Fig. 78